

We're on top of our insulation! Are you?



Our team at Taylor Property Services have been working diligently to fulfil their insulation requirements. Some properties are exempt, some are compliant, but may have required insulation. This process has been happening

for two years now and in order to avoid waiting lists and escalating prices, we have been proactive as July 2019 draws closer.

Recently we visited Greenstar Insulation in Manakau, bringing with us some morning tea

treats to show our appreciation to Rob and his team. They are guiding us through this important process sharing their knowledge and expertise, offering us some of the best summer deals, and informing us of government subsidies when

they become available.

We believe we've got our insulation under control and would be happy to help you with and questions you have. Call me on 09 623 3000, or 0274824331



Amanda Greenwood's daughter Lily was off sick but wanted to be part of the action.

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Follow Raywhite Taylor Rentals on Facebook for fun, competitions and information about the ever changing world of property management.



The Tenancy Compliance & Investigations Team has successfully taken a property management company to the Tenancy Tribunal



The Tenancy Compliance and Investigations Team has successfully taken a Whanganui property management company to the Tenancy Tribunal for multiple counts of failing to lodge tenancy bonds, as well as failing to provide tenants with insulation statements, sending a strong message to all landlords that failing to meet minimum legal requirements is not acceptable.

The Tenancy Tribunal has ordered The Rent Centre Limited pay a total \$32,050 in exemplary damages for failing to lodge tenancy bonds or failing to provide a compliant insulation statement as part of the tenancy agreement in accordance with the Residential Tenancies Act (RTA) and regulations. The Rent Centre was also ordered to pay \$2,481.24 in associated costs.

Steve Watson, National Manager Tenancy Compliance and Investigations Team

(TCIT) said the most concerning thing about this case was the scale and number of breaches committed by this property management company.

“There is no excuse for this behaviour, the company should have known better. The fact that TCIT had discovered 116 breaches of the RTA over a period of four years shows a massive failing in the way this business was operating,” said Mr Watson.

“Tenants need to trust and believe that when they are dealing with a landlord, particularly a property management company that has been in business for over 20 years, that the landlord is fulfilling their legal obligations.”

The Tribunal awarded 115 Orders of exemplary damages (a financial penalty payable by the landlord) of \$250.00 where the landlord failed to lodge the bond paid by the tenant to the Tenancy Bond Centre. The

lodging of bonds is fundamental to the integrity of the tenancy system.

A further 33 Orders required The Rent Centre to pay \$100.00 where no insulation statement was provided as a part of the tenancy agreement.

“Compliant insulation statements give tenants peace of mind when it comes to knowing the state of the insulation in their rental home when they start a tenancy,” said Mr Watson.

“These Orders serve as a timely reminder that time is running out for landlords who have not checked to make sure that they have physical insulation installed in accordance with the regulations by 1 July 2019.”

The TCIT was established following the changes to the RTA that came into effect on 1 July 2016. The team focuses on significant or ongoing breaches of the Act which pose

a significant risk to vulnerable tenants or that break the trust in the tenancy system.

Tenancy Services



On a personal note... Earlier this year, Taylor Property Services was approached by the Tenancy Compliance and Investigation Team. We were instructed to provide evidence of all bonds held, and a copy of our bond trust account. We also had to provide copies of our policies regarding bonds and evidence of training which we had provided for our property managers.

In due course, we received a one line email informing us no further information was required. In other words, we got the big tick!



What others say about us:

“I have been lucky enough to have Simon from Ray White help me find the perfect home to rent with my family. He was immediately available when we had to call him for an emergency with the house and he came up with a solution straight away. He was always professional but has a kind approach. Simon looked after us tenants and ensured the house was taken care of at the same time. I will gladly recommend Simon.”

– Emily Rust. *Google review.*

Life in the Australian Army..



Text of a letter from a kid from Eromanga to Mum and Dad. (For those of you not in the know, Eromanga is a small town, west of Quilpie in the far south west of Queensland.

Dear Mum & Dad,

I am well. Hope youse are too. Tell me big brothers Doug and Phil that the Army is better than workin' on the station - tell them to get in bloody quick smart before the jobs are all gone! I wuz a bit slow in settling down at first, because ya don't hafta get outta bed until 6am. But I like sleeping in now, cuz all ya gotta do before brekky is make ya bed and shine ya boots and clean ya uniform. No bloody horses to get in, no calves to feed, no troughs to clean - nothin'!! Ya haz gotta shower though, but its not so bad, coz there's lotsa hot water and even a light to see what ya doing!

At brekky ya get cereal, fruit and eggs but there's no kangaroo steaks or goanna stew like wot Mum makes. You don't get fed again until noon and by that time all the city boys are buggered because we've been on a 'route march' - geez its only just like walking to the windmill in the bullock paddock!! This one will kill me brothers Doug and Phil with laughter. I keep getting medals for shootin' - dunno why. The bullseye is as big as a bloody dingo's arse and it don't move and it's not firing back at ya like the johnsons did when our big scrubber bull got into their prize cows before the Ekka last year! All ya gotta do is make yourself comfortable and hit the target - it's a piece of p...!! You don't even load your own cartridges, they comes in little boxes, and ya don't have to steady yourself against the rollbar of the roo shooting truck when you reload! Sometimes ya gotta wrestle with the city boys and I gotta be real careful coz they break easy - it's not like fighting with Doug and Phil and Jack and Boori and Steve and Muzza all at once like we do at home after the muster. Turns out I'm not a bad boxer either and it looks like I'm the best the platoon's got, and I've only been beaten by this one bloke from the Engineers - he's 6 foot 5 and 15 stone and three pick handles across the shoulders and as ya know I'm only 5 foot 7 and eight stone wringin' wet, but I fought him till the other blokes carried me off to the boozer.

I can't complain about the Army - tell the boys to get in quick before word gets around how bloody good it is.

Your loving daughter,
Susan

(Many thanks for your contribution, Ross. I know you are a long term reader of Taylors' Talk)

Recent Rentals

Glen Innes / Pt England \$690pw

Brand new town house 3 levels, 2 bathrooms, double garage, large balcony. Tenancy market rents \$622.00 (upper quartile)

Stonefields \$720pw

Delightful terraces house, single garage one and a half bathrooms, quiet dul-de-sac near new. Tenancy market rents \$680 (upper quartile)

Onchungu \$945pw

Modern standalone townhouse, one of 4 bedrooms, 3 bathrooms, double garage sunny rear, very spacious. Tenancy market rentals \$796

Ellerslie \$465pw

Unit upstairs in a block of four 1960's. 2 bedrooms, very tidy and quiet block. Unit in good order. Tenancy market rentals \$450.

Mt. Eden \$660pw

A great character apartment, 2 large bedrooms, pool, two carparks, appeal to art-deco lovers. Tenancy market rentals \$560-\$674.

INSULATION STATEMENT

The property stated below is deemed to be compliant with the Residential Tenancies Act (2016) for the requirement of insulation.

Street Address: Suburb: PARNELL City: AUCKLAND Installation Company: GREENSTAR ENERGY SOLUTIONS LTD	GES Number: DT3135 Date of Installation: 30/08/2017
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Ceiling Insulation: All accessible areas Insulation Type: PINK BATTS CEILING SEGMENTS Insulation R Value: R3.6 <input checked="" type="checkbox"/> Are compliant with NZS4246:2016 and meet the RTA requirements <input type="checkbox"/> Meets the RTA requirements, however as it was not installed by GreenStar we CAN NOT certify that it complies with NZS4246:2016 <input type="checkbox"/> Insulation not installed by Greenstar as instructed by the Homeowner <input type="checkbox"/> Ceiling is exempt from requiring insulation (inaccessible)	Underfloor Insulation: All accessible areas Insulation Type: Insulation R Value: <input type="checkbox"/> Are compliant with NZS4246:2016 and meet the RTA requirements <input type="checkbox"/> Meets the RTA requirements, however as it was not installed by GreenStar we CAN NOT certify that it complies with NZS4246:2016 <input type="checkbox"/> Insulation not installed by Greenstar as instructed by the Homeowner <input checked="" type="checkbox"/> Underfloor is exempt from requiring insulation (inaccessible)
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Wall Insulation: Wall cavities could be assessed for insulation: N/A Wall insulation is present in all accessible areas: N/A Wall insulation condition in accessible areas: N/A Estimated R Value of wall insulation where accessible: N/A	Smoke Alarms: <input checked="" type="checkbox"/> Not checked by Greenstar <input type="checkbox"/> Smoke Alarm needed but not installed by Greenstar <input type="checkbox"/> Compliant smoke alarms present at the time of the on-site assessment <input type="checkbox"/> New 10-year long-life Photoelectric Smoke Alarms have been installed according to manufacturer's instructions and the RTA requirements.
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PO Box 76472, Manukau City, Auckland 2241
Phone: 0900 789 276

DISCLAIMER: This statement has been awarded based on the insulation installed by GreenStar Energy Solutions on the date stated above. GreenStar accepts no liability for issues in relation to non-compliance with regards to the RTA and associated regulations where the performance of the insulation and/or smoke alarms has been compromised by any person and/or any event after this date.

Do your tenancy agreements have an insulation statement? This is what ours generally look like...

Lengths of Tenancies

Recently we have been provided with interesting data relating to tenancies around New Zealand. This information confirmed our belief that tenancies were lengthening based on our day to day experience. With home ownership decreasing tenants are seeking a home rather than stopgap accommodation while waiting to purchase a property. Increasingly tenants are seeking the security of long-term tenure and better quality dwellings. Below are a few examples of just some of the suburbs in which we operate

New Zealand

2018 Analysis	Rented Dwelling %	21.76%
	Occupied Dwellings	1,561,946
	Persons per Dwelling	2.72
	Total Active Bonds	349,485
	Total New Bonds	173,965
	Opening Bonds	337,901
	Closing Bonds	343,897
	Total Closed Bonds	165,471
	Mean Property Turnover	169,718
	Turnover Rate	48.56%
	Average Tenancy Length	24.71 months

MBIE Tenancy Bond Data - Auckland

Avondale South	40.38	Manurewa	31.10
Avondale West	41.30	Mt Albert	30.74
Auckland Central East	16.63	Mt Wellington	34.66
Auckland Central West	17.11	Mt Eden North	31.10
Epson Central	34.62	Mt Eden South	28.85
Ellerslie North	34.51	Parnell	28.61
Ellerslie South	31.63	Ponsonby	28.95
Freemans Bay	28.21	Panmure	36.33
Grafton	24.51	Royal Oak	27.09
Grey Lynn	27.04	St Lukes	29.72
Herne Bay	26.69	Three Kings	32.78
Kingsland	28.97		
Newmarket	28.09		

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We're the Taylor Property Management Team