

KEEN ON RENTALS

GUIDE TO ROUTINE INSPECTION



ROUTINE INSPECTION HANDBOOK

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WHAT IS A ROUTINE INSPECTION AND HOW OFTEN ARE THEY PERFORMED?

A RENTAL INSPECTION IS A VISUAL CHECK OF A RENTAL PROPERTY THAT GENERALLY HAPPENS EVERY THREE TO FOUR MONTHS. A PROPERTY MANAGER OR LANDLORD WILL TYPICALLY COMPLETE THIS TO ENSURE THAT THE PROPERTY IS BEING MAINTAINED TO MEET THE STANDARDS AND CONDITIONS OF YOUR TENANCY AGREEMENT.

An inspection also allows a property manager to identify any repairs and maintenance that may be required, and to provide a detailed report of the results to the landlord, if applicable. It is also a chance for tenants to bring items that they have concerns about to the landlord's or property manager's attention. Routine inspections are not designed to be invasive; they tend to be more of a walk-through to ensure that the property is in a reasonably clean and undamaged state.

We always appreciate that the property is a tenant's home and understand that it is going to look like it is lived in.

We walk through each property and check on things like the ceiling for any evidence of roof leaks or structural damage. We also check that the gutters are clear, especially before the rainy season. We look at walls for any damage and check wet areas such as showers and bathtubs for any leaks or mould.

We do not normally test appliances when we are at a property



but we give you advance notice of the inspection, so you are able to point these items out to us and advise us if there is an issue. We also check that you are regularly cleaning rangehood filters and bathroom fans, as this is a health and safety concern. We check for any safety concerns to do with appliances, smoke alarms, decks, balconies and so on, and whether or not there are extra people or pets residing at the premises who are not part of the agreement.

Every person has a different view on how a property should be maintained, as one person can live quite differently to another. We keep this in mind and would not penalise a tenant for things like having clothes lying around the house. On the other hand, we would advise a tenant to clean up food scraps to ensure it does not attract rodents, or to clean the shower if mould or calcium is starting to appear – as these things can lead to avoidable damage in the long run.

WHAT IS A ROUTINE INSPECTION AND HOW OFTEN ARE THEY PERFORMED?

YOU SHOULD BE GIVEN ADEQUATE NOTICE TO PREPARE FOR THIS VISIT TO ENSURE IT RUNS SMOOTHLY. YOU WILL BE PROVIDED WITH A DATE FOR THE INSPECTION AND A TIME SLOT IN WHICH THE PROPERTY MANAGER WILL ARRIVE.

Generally, it is not necessary for you to be home during inspections, but you can be if you wish. As most routine inspections are carried out during business hours, you would need to be flexible with your times, if you wish to be at the property when it takes place.

These are some things a typical routine inspection will include:

- Checking to ensure the property is being kept in a clean and tidy condition
- Checking the grounds are being maintained in a clean and tidy condition (e.g mowing lawns, weed removal, etc if applicable)
- Ensuring the property hasn't been damaged in any way
- Checking that there are no more people living in the home than what is specified on the rental agreement
- Making sure no pets are living at the property unless they're allowed to; and
- Identifying any maintenance issues that need to be looked at.



HOW DO I BEST PREPARE FOR A ROUTINE INSPECTION?

THERE ARE A FEW SIMPLE THINGS YOU CAN DO TO ENSURE THE RENTAL INSPECTION RUNS SMOOTHLY:

- Notify your property manager if there has been any change to your mobile number or email address. This will keep the lines of communication open. It will also make it easier to notify you if any problems come up during or after the inspection.
- Clean and tidy the property. Pay particular attention to rooms like the kitchen and bathroom. Regular cleaning should be carried out anyway and most tenants won't need to be prompted to do so.
- If you have pets, keep them secured during the rental inspection.
- Note down any repair or maintenance problems you notice in leading up to the inspection and fill out the necessary maintenance request forms.



Learning to go over your property with a critical eye will help you get the most out of your next property inspection. To help you succeed at your next rental inspection, we have developed a handy checklist for your use:

ROOMS

LIVING ROOM

LIGHTS

Do all the lights work? Switch them on and off to double-check. Consider looking at the light fittings for loose cables and make note if you spot anything. Give all light switches a once-over with a cloth to remove residue or leftover prints.

WALLS

The condition of your walls is important. If you're renting, small 'wear and tear'-style cracks shouldn't worry you, but note them down. Look along the bottom edging of your wall for any rising dampness.

FLOORS

Vacuum your floors and mop, dust skirting boards throughout. Note all marks that appeared during the tenancy. Please don't use any store-bought carpet stain removing/cleaning solutions as they may damage the carpet. Your property manager can give you recommendations on how to remove stains.



ROOMS

KITCHEN AND BATHROOM

SINKS AND PLUMBING

Checked your taps recently? It might seem harmless, but a dripping tap can add extra (unwanted) costs to your utility bills. If you have a dripping tap, it could be as simple as replacing a washer. When you turn the taps on, listen for any strange sounds. It won't hurt to check under your sink for possible leaks.

KITCHEN APPLIANCES AND FITTINGS

No one likes to clean their oven, but it's a key spot that'll be checked by your property manager. Open your stove, run your finger over the range hood and give the stovetop a very thorough scrub. If there's built-up grease around these areas, you'll probably be told about it in your inspection report. If your microwave and fridge were included in your property, open them and check they're clean.

TILES AND SURFACES

It's all about the shine when it comes to your next inspection. Clean away any residual debris and scrub hard. The same goes for your sink, mirror, shower and bathtub too.

THE TOILET

Do an extra check around the toilet and bin areas. It'll give you an idea of how much love you're giving that area (and what needs to be improved on!) Good opportunity to give your loo a clean.

THE CUPBOARDS

Food residue and grime can be caught between the hinges of your cupboards and in the joins of shelves in your bathroom and kitchen. Give them a thorough look-over.



ROOMS

BEDROOMS

WALLS AND FLOORS

Just as you did in the living room, look at the state of your walls and floors. This will give you a good indication of how much love your bedroom needs. Consider giving them a little extra TLC where you can.

WINDOWS AND DOORS

Open your windows and doors and let the air in. Check the handles and locks on everything where appropriate. Sliding doors and windows can easily fall into disrepair.

GENERAL CLEAN-UP

Your landlord or property manager isn't likely to poke around in your bedroom too much, but giving it a good once-over, throwing away any rubbish and wiping down exposed surfaces will go a long way to give a good impression during your routine inspection.



ROOMS

PROPERTY'S EXTERIOR

ENTRANCE DOORS

Are the locks and handles functioning properly? Dust or wipe down the doors if they need it.

GARAGE

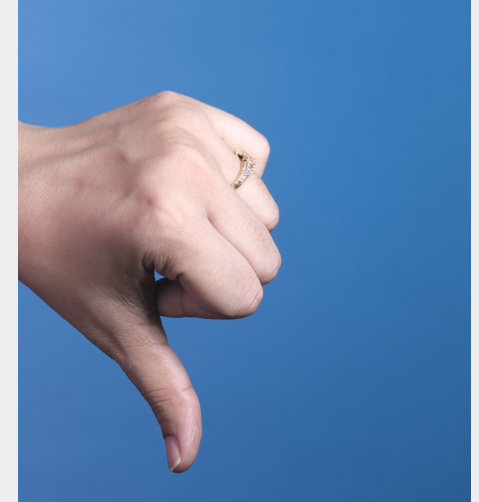
If your property comes with a garage, check the doors. Do they work properly? Ensure the whole space is kept relatively clean and well-organised.

GATES AND GARDEN

Now's the time to look for any non-human residents your home might be housing. If your property has gates or a garden, look over them as well. Make sure your lawn is cut and that any weeds are removed.



WHAT COULD HAPPEN IF YOU FAIL A ROUTINE INSPECTION?



1

DISCUSSION

If we arrive at a property and we find that you have breached the contract by damaging or not maintaining the property, we generally try to work out a solution with you first.

2

NOTICES

We usually have a discussion with you and ask you to rectify the breach – for example, by asking to clean the shower within the next 7 days or so – and then we re-inspect the property after this time. Beyond that point, the steps can vary. For example, if there is still an issue, we proceed with issuing a notice to remedy the breach. This legally gives you 14 days to rectify the issue and if you do not, the landlord of the property can proceed with application to the tenancy tribunal to have the issue rectified or the tenancy come to an end. It is a very rare occurrence to end a tenancy this way.

3

BREACHES

Breaches could be issued in instances such as:

- The property is found damaged or very unclean
- Unapproved pets are at the property
- Unapproved residents are at the property
- Tenants are using the residence for illegal purposes such as making drugs.
- Tenants are illegally subletting the property, for example through platforms like Airbnb.

WHAT ARE A TENANT'S RIGHTS WHEN IT COMES TO RENTAL INSPECTIONS?



Generally speaking, a landlord or property manager cannot just show up at the property or give notice the night before for a routine inspection. For example, legally your landlord or property manager must give you at least 48 hours' notice before an inspection in writing.



In most cases, we like to give at least a weeks notice to tenants, but other property managers and landlords may give more or less notice than this.



In addition, there are typically restrictions on how many inspections can be carried out in a given amount of time. For example, landlords/property manager has the right to enter the property not more than once in any period of 4 weeks. If a reinspection is required, landlord can reinspect the property by giving the tenant the correct amount of notice (48 hours' as above or longer).

KEEN ON RENTALS

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