

Keeping your property up to standard

Once your property meets the healthy homes standards, you'll need to make sure that it stays that way.

If something is installed, or provided, to meet any of the healthy homes standards, it must be maintained in good working order. If it cannot be kept in good working order, it must be replaced.

As soon as you are made aware that something needs maintenance or repair (through no fault of the tenant), you must remedy it or arrange for it to be remedied within a reasonable timeframe. A 'reasonable timeframe' will differ from situation to situation, depending on the availability of appropriate industry professionals, replacement parts and components.

You should also keep your tenants updated on the progress of any maintenance or repairs and keep records of the process, for example, dates professionals were contacted.

Here are some tips to help you keep your property up to scratch:

At the start of a tenancy

- › Make sure you include the healthy homes standards compliance statement in the tenancy agreement, and that it has been updated with any new information.

Find a healthy homes standards compliance statement template at www.tenancy.govt.nz/healthy-homes/compliance-statement

- › Show your tenants how to keep the heater and the ventilation system reasonably clean and tidy. This could include how to clean the device and its filters, and information about keeping gardens or lawns clear of any external units.
- › Give information to your tenants about how to use the heater and ventilation system and remind them to contact you as soon as possible with any maintenance or repair issues.

During and at the end of a tenancy

During regular inspections and at the end of the tenancy:

- › Check that the heater and ventilation system are in good working order. This could include checking its fixtures and fittings and replacing any filters.
- › Check the insulation is still in good condition (for example, there are no holes or gaps) and continues to meet the standard.
- › Check the gutters, downpipes and drains are still doing the job.
- › If the property has an enclosed subfloor, check the ground moisture barrier is still in good condition.
- › Ask the tenants if they've noticed any new draughts in the rental.
- › Check any seals, sealant or blockages that need to be maintained to ensure they prevent any draughts coming in or out of the property.
- › Plan any work that needs to be done to maintain the standards as soon as you can. Keep your tenant updated on the plan.

Find out more about the healthy homes standards at www.tenancy.govt.nz.