



# News And Views

Issue 5

Thursday April 10th 2014

- TPA will be at Linwood Link Tuesday and Thursday 9am to 11am. Appointments preferred.

Housing Forum Information can be found at [www.christchurchhousingforum.org.nz](http://www.christchurchhousingforum.org.nz).

You can find us on Facebook <https://www.facebook.com/tpa.chch?ref=hl>

[www.tpa.org.nz](http://www.tpa.org.nz)

Or contact us at 3/575 Colombo Street, Christchurch  
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## Bad practice—we think so !

Bad practice from a few owners, landlords and property managers (PM) is becoming more prevalent as the rental crisis hits hard. We thought it was time we shared a few of the bad practice stories.

1. A young well educated woman took a room in a house on an individual room tenancy. There were two other tenants—both male. After a short period of time she discovered the PM was in a relationship with one of the male tenants and a cousin to the other. The PM would often stay overnight and visit regularly. She would pass inappropriate comments about the property on some of these visits. We had thought the problem was solved when the owner appointed a new PM - until he moved his caravan onto the property and set up home there using the house facilities. We are currently working with the tenant to sort through her options. This crossing of boundaries is really

bad practice.

2. A supposedly lovely 2 bdrm flat in an area bordering the red zone on the east was rented to a single mum with 1 child. The child got sick due to the liquefaction coming through the carpet when it rained and the house was not healthy. It was unfenced and this was a potential danger and the garage actually belonged to a back property which was empty due to damage. The PM quickly found the tenant a new property once she was alerted to the issue and then promptly re advertised the now empty-property as able to be rented with no changes or repairs made.

3. Notice to vacate in four days for eq repairs was given to a mum bringing up her two teenage daughters and working full time. She challenged it as unreasonable notice and was subjected to a barrage of bully-

ing texts, emails and conversations from both the owner and the landlords agent. She was given a 90 day notice and found a property within a few weeks. The owner was not happy with being denied access to his property regardless of the reasonableness. On finding the gates locked and the youngest daughter home alone he, along with his agent, broke down a back fence and came onto the property. He pushed the young girl which was a terrifying experience for her, Her mum left work and came straight home. Police were called and we attended as well. The police have the ability to decide at the time whether to lay a charge or not and they decided that the word of two grown men, who said they only brushed past her, was more valuable than a scared young girl and as such refused to accept the charge of assault. The case is now in the hands of the tenancy tribunal but it is an example of what some tenants are dealing with.



Some tenants are finding it difficult to deal with property managers who work in family based organisations. Putting concerns to the manager when in fact the manager is a family member is not always easy. A written letter detailing concerns may be a good way of managing this. While there are no regulations for property managers the Real Estate Institute of NZ has a code of practice for property managers that should be adhered to if the property manager's company is a member. ( [https://www.reinz.co.nz/shadomx/apps/fms/fmsdownload.cfm?file\\_uuid=91209260-EDFB-4831-1700-0A70BD82F5C0&siteName=reinz](https://www.reinz.co.nz/shadomx/apps/fms/fmsdownload.cfm?file_uuid=91209260-EDFB-4831-1700-0A70BD82F5C0&siteName=reinz) )

We acknowledge that bad practice is not solely a landlord issue, tenants can also be the problem and sometimes dealing with a tenant not abiding by the terms of the RTA and their tenancy agreement can be just as frustrating. However we believe some property managers and landlords need to act in a much more acceptable manner when dealing with tenants. In future issues of TPA News and Views we will highlight some cases where landlords have had to deal with unreasonable tenants.

Just a reminder the next Housing Forum will be on Wednesday 30th April 2014 from 12 till 2pm at Oxford Terrace Baptist Church. Information on speakers will go out in an email closer to the time. If you would like to go on the mailing list for Housing Forum information please email [projectsupport@tpa.org.nz](mailto:projectsupport@tpa.org.nz)

**TPA invites comments and views on topics raised in this newsletter.**