

23rd April 2020

Update Re Government Announcement / COVID-19

Dear Tenants,

We trust this finds you all safe and well.

The Accommodation Centre Team are continuing to follow all guidelines as presented by the NZ government and we will endeavour to keep you as informed as possible throughout this time.

The Government has announced NZ will move from level 4 lockdown to Level 3 on the 27th of April at 11:59 p.m. allowing some of you to return to work.

What does this mean for you?

Rent

If your situation is returning to normal work wise you will be expected to start paying your originally agreed rent unless your landlord has agreed otherwise.

Requests for rent reductions

This is a stressful time for all New Zealanders, and we urge you to keep communicating with us if your situation continues to change. ***Please let us know if you are experiencing difficulties financially before going into rent arrears and we will continue to work with both you and the landlord to come up with the best possible solution for both parties under the circumstances.***

If you have rental relief arranged with us that may need to be extended due to genuine hardship, please complete the tenant hardship form on our website. Once completed, send this to your property manager with any other information/supporting evidence you can provide attached. <https://tacc.nz/?/content/covid-19>

Please keep in mind that these reductions are a temporary measure to assist you through this difficult time.

Key changes to the law that you need to be aware of

- There is now a freeze on *rent increases*. **This does not mean you don't have to pay rent.** It means that there will be no rent increases above what you were paying pre Covid-19 for the next six months.
- Your tenancy will not be terminated during the lockdown period, unless both of us agree it should be terminated.
- If your fixed-term tenancy ends during the lockdown period and you wish to stay, it will automatically become a periodic tenancy.
- If you have COVID-19 symptoms or test positive, you can self-isolate at the rental property. This will ensure that you can recover without contact with outsiders.

Time frames

- The new laws took effect on Thursday March 26, 2020
 - The rent freeze on increases applies for an initial six-month period
 - The protections against terminations will last for an initial three-months
 - At the end of both initial periods, the Government will evaluate whether they need to be extended.
-

For more information about the new laws introduced click here:

<https://www.hud.govt.nz/residential-housing/covid-19-rent-freeze-and-tenancy-terminations/>

<https://tacc.nz/?/content/covid - 19>

Routine Inspections

Until NZ drops to Level 2, we cannot complete any three-monthly inspections scheduled over coming weeks in person if the property is occupied. Therefore, we will be continuing to liaise with tenants, asking you to send photos and/or conduct a video walk through of the property to help meet the owner's insurance requirements. This has been working extremely well to date, thank you.

Contracting work

All non-urgent maintenance is on hold.

Communicating with your property manager

As you can imagine we are still receiving a lot of calls and emails from both tenants and owners. Please **email** in the first instance and note, we are working on a 24-hour (Mon – Fri) turnaround time and wherever possible we will call you to discuss the situation and follow up with a brief email if required.

We will continue to update you with new developments as they come to hand.

We appreciate this is a difficult time for everyone but if we all continue taking precautionary measures, we can all do our bit in limiting the spread of Covid-19 and protecting this region from further impacts.

Be kind and look out for each other, we are in this together.

The Accommodation Centre Team