



# FAQs

- **HOW DO I PAY RENT?** Rental payments can be made securely online, 24 hours a day. Pay electronically or schedule automatic payments every fortnight so you don't have to think about it at all.
- **HOW DO I PAY THE WATER BILL?** Unless water is included in your rent, you should receive a monthly invoice for the water, which you'll need to pay within 14 days of receipt. The amount will be only for the water that you use; fixed wastewater charges are paid by the Property Owner. If you have not received a water bill after your first month of being in the property please contact us as soon as possible to ensure your charges don't accrue.
- **WHAT IF SOMETHING AT THE PROPERTY BREAKS?** Contact your property manager directly, they should have given you a card with their number on it (see the Meet the Team page) or email us at either [property@charta.co.nz](mailto:property@charta.co.nz) or [fixme@charta.co.nz](mailto:fixme@charta.co.nz) and we'll be in touch to schedule the repair work. If it's an emergency, please contact us right away so we can immediately take steps to protect you and the property.
- **WHAT ABOUT INSPECTIONS? and WHEN WOULD YOU NEED ACCESS?** We conduct entry inspections, exit inspections, and other routine inspections throughout your tenancy - usually on a quarterly basis. The frequency of these inspections are outlined in your tenancy agreement. You will always receive the required notice under the Residential Tenancies Act 1986 before we enter the home. If maintenance or repair work is needed, we will need access to the property in order to do the necessary work. All repairs will be scheduled and communicated with you.
- **HOW LONG IS MY TENANCY?** The start and end dates of your lease can be found in your tenancy agreement. Most leases are for a fixed term. Approximately 6 weeks prior to your tenancy coming to an end will get in touch with you to let you know whether your tenancy will be renewed or not. If you haven't heard from us or you are considering moving elsewhere please contact us as soon as possible so that we can make the appropriate arrangements.

If you have a tenancy query but don't feel comfortable talking to us you can always contact Tenancy Services directly <https://www.tenancy.govt.nz/starting-a-tenancy/new-to-tenancy/renting-and-you/#related-content> or download their "Renting and You" guide.