

NZQA Assessment Support Material

Unit standard		30999			
Title	Read and understand moderately complex texts (EL)				
Level	4	Credits	10	Version	1

Student guidelines

AWARD OF CREDIT



This unit standard can be awarded with an Achieved grade only.

CONDITIONS OF ASSESSMENT



This assessment will take place over a timeframe set by the assessor.

- You may use a bilingual and/or an English dictionary but must not use electronic devices.

Note:

- Your spelling and grammar do not need to be perfect, but your assessor needs to be able to understand what you mean.

Assessment task

This is one of two tasks that you will need to complete to achieve this unit standard.

Read the text, 'Guide to good renting – for tenants' on the following page and complete the assessment task.

Student Checklist

In this assessment task you will need to show you can do the following:	Performance Criteria
Identify and link main ideas and supporting details within the text – at least 3 main ideas and 6 supporting details.	1.1
Make connections within and across sections of the text.	1.2
Identify and evaluate the overall meaning or purpose of the text, or viewpoint of the writer.	1.3

Reading text

Guide to good renting - for tenants

It is important for tenants to understand their rights and responsibilities when renting. This guide provides you with information and advice to rent a house.

When you enter a tenancy agreement you are entering into a *contractual arrangement*. This gives both landlords and tenants some important rights and also responsibilities.

In general, landlords are responsible for:

- Signing a tenancy agreement and giving their tenants a copy
- Sending any bond to Tenancy Services within 23 working days of the bond being received from the tenant and giving the tenant a receipt for any payments made
- Collecting the rent and keeping accurate rent and bond records
- Keeping copies of all documents relating to the tenancy as a record, and to help clear up any issues that may arise
- Keeping the home safe and in a good state of repair
- Ensuring the rental property meets all legal requirements (such as building, health, and safety requirements)
- Providing everything promised as part of the tenancy agreement (such as any chattels or improvements)
- Handling and paying for repairs when something provided with the rental breaks from normal wear and tear (such as heating in the living room, locks, extractor fans for ventilation, cooking facilities, washing facilities and smoke alarms).

For their part, tenants are responsible for:

- Signing a tenancy agreement
- Paying the bond
- Paying rent in full and on time
- Keeping the rental home clean and tidy
- Being a good neighbour
- Contacting the landlord as soon as possible whenever anything needs to be serviced or repaired
- Allowing the landlord or their agent to enter the home to carry out repairs, or to show the place to other possible tenants when you are moving out.

When looking for a rental

There are several important things to keep in mind when you are looking for places you might want to rent as your home. Below are some of the most important, but you can also find useful hints and tips on the Tenancy Services website.

Firstly, it is vital to understand the different types of tenancies that are available. Periodic tenancies last until either the tenant or landlord gives the required notice. Fixed term tenancies last until the date specified in your tenancy agreement – at which time you can either extend the agreement, enter into a new tenancy agreement, or else either your landlord or you can give the required written notice that you no longer wish to continue the tenancy. If neither party gives the required written notice, the tenancy will automatically become periodic at the end of the term. Please visit the Tenancy Services website for more information on giving the required notice.

You also need to think about how much rent you can afford to pay – 35% of your take-home pay is the most that many people can afford, but this depends on what your other outgoings are, for example if you have children. If you're having trouble paying rent or other expenses you might be able to get financial help. There are several types of financial help available through Work and Income, Senior Services, and StudyLink and for people on low incomes. Go to the Ministry of Social Development's website to find out more.

Another important decision is about which area you would like to live in. The wider the area you're prepared to consider, the better the chance of finding the right home for you. Go to the Tenancy Services website to find out about the market rents in your area and for more advice about choosing the right home.

Once you find a possible home, it is important to bring all necessary documentation to the first meeting with your landlord or agent. Landlords and agents will want to confirm your identity, credit history and possibly rental references to be confident of your ability to meet your rent commitments. If you're renting through a letting agent find out what the fee will be. Usually it is one week's rent plus GST.

Completing the paperwork

It is crucial to complete the paperwork correctly and keep records about the tenancy.

Make sure you have a written tenancy agreement and read it carefully to understand your respective rights and responsibilities. Many landlords use the agreement provided by Tenancy Services. Tenants should complete and sign the form after the landlord has completed their statements. It's up to the landlord and tenant to decide if everyone living in the home signs the tenancy agreement. If everyone signs, they are usually all responsible. Therefore, if one tenant doesn't pay their share of the rent or damages the property, the landlord can claim the money owed from any or all of the tenants, regardless of which tenant didn't pay their rent or caused the damage. Don't let yourself be rushed into signing a legally binding document.

A good property inspection report can be very useful if you have problems later on. If damage existed at the start of a tenancy, a tenant can't be blamed for it when they move out. A report completed by both landlord and tenant at the start will make it easier to identify damage that occurred during the tenancy. Many landlords use the property inspection report that comes with the Tenancy Services' tenancy agreement.

Come to an agreement with the landlord regarding details like the bond and the inventory of things that are already in house. Ensure that you know which items are provided as part of the tenancy, e.g. a fridge or clothes dryer. As an extra safeguard, make sure that you both take photos. This will make things easier if there is a dispute at the end of the tenancy. Once you're happy with the inventory, both the landlord and the tenant should sign it and keep a copy. The bond is money that a landlord can ask a tenant to pay as security for their rent, care of the home and other costs relating to the rental. Typically, the amount of a bond is four weeks' rent. Landlords that require a bond must lodge it with Tenancy Services within 23 working days of receiving it. At the end of the tenancy, the bond money will be refunded to the tenant, once the landlord is satisfied the rent has been paid in full and there are no damage claims or other outstanding costs. A landlord can use the bond to pay for willful or accidental damage to the property or chattels, but not for repairs resulting from normal wear and tear.

Keep records - Landlords and tenants are required to keep copies of all documentation relating to the rental home during the tenancy and for 12 months after the tenancy ends and landlords must keep rent and bond records for 7 years after the tax year to which they relate. Written records are important if you have a dispute.

If things go wrong

There are legal processes available to help resolve tenancy problems that arise between landlords and tenants, but the first thing to do is talk with each other about the problem and try to sort it out yourselves.

Before talking

- Make sure you're clear about your concerns. Sometimes writing down the problem will help you explain it well to the other person.
- Be ready to suggest a solution. Describe the problem carefully and give a reasonable amount of time for it to be put right.

Write a letter – ‘notice to remedy’

Tenants and landlords can both issue a notice to remedy if they feel that the other party has not fulfilled their responsibilities as outlined in the tenancy agreement. This gives the other person 14 days to fix the problem. Please remember that when you send the other person a notice in writing you need to allow extra time for delivery. Examples and further information are available on the Tenancy Services website.

Retaliatory Notice

If a landlord gives notice to end a tenancy because their tenant has told the landlord or Tenancy Services about a problem or exercised their rights, this will likely be retaliatory notice. The Residential Tenancies Act 1986 (the Act) prohibits a landlord from giving this type of notice and a tenant can apply to the Tenancy Tribunal to have it overturned and to seek exemplary damages of up to \$4,000. The Tribunal will determine whether or not the notice is lawful. If it is determined to be unlawful, the notice will be overturned. The tenant must make the application to the Tenancy Tribunal within 28 working days of receiving the notice from their landlord.

Mediation and tribunal

If there are disagreements between a landlord and a tenant, you can approach the Tenancy Tribunal for a hearing. However, before you do this, you should try to solve the problem through other means. The first step should be to try the *Fast Track Resolution* online, and if this doesn't work, request mediation through Tenancy services. Mediation is a process where landlords and tenants have the opportunity to resolve differences by talking together with a mediator. The mediator's job is to help identify the issues and reach a workable solution. Mediators know a lot about tenancy issues but they don't take sides and they don't decide anything for you. The process is confidential. If a solution to a dispute can't be agreed through mediation, tenants and landlords can ask the Tenancy Tribunal for a hearing. The Tribunal is part of the Ministry of Justice and an adjudicator listens to each person, hears any witnesses, looks at any evidence the landlord or tenant brings and then makes a decision. This decision is binding, both sides receive a copy and both sides have to comply.

1599 words

Source: <https://www.tenancy.govt.nz/assets/Uploads/Tenancy/short-guide-to-good-renting-english-edition.pdf>

Student Assessment Task
Guide to good renting - for tenants

Name:

Date:

Read the text and complete the assessment task.

1. Main ideas and supporting details are identified and linked within the text (1.1)

Use the ideas below to complete the chart of main ideas and supporting details.

A	Under this agreement you have to stay in your rental until the date on your contract.
B	It is important to discuss with the landlord and agree on all the details before you start your tenancy.
C	Check that you and the landlord have the same understanding about how much the bond is and what it covers.
D	The landlord needs to ensure that the property is legal and safe to live in.
E	Tenancy services can help when there is a dispute between a landlord and a tenant.
F	This means that you can stay until you or the landlord give notice.
G	There are two types of tenancies.
H	If you cannot agree, even with help, you may need to go to the Tenancy Tribunal.
I	Make a list of all the items in the house or flat, and make sure you both sign it.
J	Both tenants and landlords have responsibilities in relation to the rental agreement.
K	You can apply for mediation.
L	Tenants are responsible for paying the rent on the agreed date.

Write the letter only in the space provided.

Main ideas	Supporting details
<p>A tenancy agreement is a contractual arrangement.</p> <p>i)</p>	<p>v)</p> <p>vi)</p>
<p>ii)</p>	<ul style="list-style-type: none"> • Periodic tenancy: <p>vii)</p> <ul style="list-style-type: none"> • Fixed term tenancy: <p>viii)</p>
<p>iii)</p>	<p>ix)</p> <p>x)</p> <p>The bond is usually four weeks' rent.</p>
<p>iv)</p>	<p>xi)</p> <p>This is where you work with a third person to reach an agreement.</p> <p>xii)</p> <p>This is like a court case, and a judge makes the decision.</p>

2. Connections are made within sections of the text (1.2).

Answer the following questions:

i) A rental agreement is a *contractual arrangement*. What does this mean?

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ii) What happens at the end of fixed term tenancy if the landlord and the tenant have not made any decision about extending the agreement?

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iii) What can you do if the rental you want is not affordable for you?

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iv) What do you need to bring to your first meeting with the landlord or agent?

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v) What can happen if you rent together with another person and they damage the property?

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vi) What can you do to make sure the landlord doesn't falsely accuse you of damaging his property at the end of the tenancy?

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vii) If you receive a retaliatory notice, what can you do?

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3. Connections are made across sections of the text (1.2).

Answer the following questions:

i) Name one thing that both landlord and tenant are responsible for:

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ii) What are three important things to consider when looking for a rental?

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iii) List three examples of when a tenant could issue a 'notice of remedy' to the landlord.

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iv) How can a good property inspection report assist you in getting your bond returned?

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v) If talking with the landlord and writing a notice of remedy do not work, what three steps can you take to make the situation better? Please list them in the correct order.

1.

2.

3.

4. Identify and evaluate the overall meaning or purpose of the text (1.3).

Answer the following questions:

i) What is the overall purpose of this text?

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ii) Does the writer achieve this purpose? To what extent? Please give your reasons.

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iii) In your opinion, how important is this purpose? Explain your answer.

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