

Te Aratohu Whakaaetanga Umanga Whare o Aotearoa

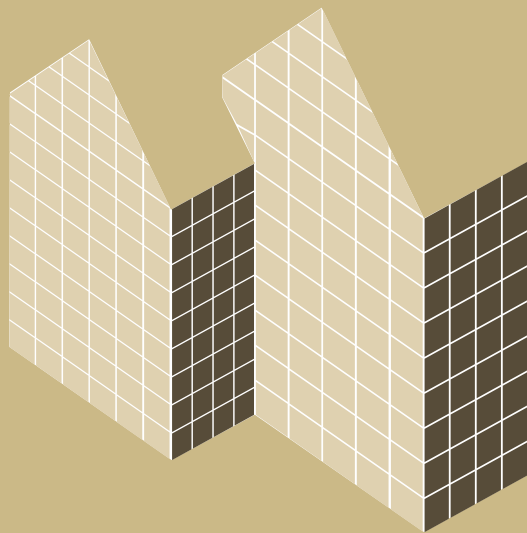
I waihangahia, i whakaaehia hoki tēnei aratohu e te Real Estate Agents Authority



Ngā mea nui hei mōhio māu:

1. He whakaaetanga here ā-ture tētahi whakaaetanga umanga.
2. Ka taea e koe te whakarite i ngā wāhanga o te whakaaetanga umanga, tae atu ki tōna wā, te nui o te huahoko ka utua ki te kaihoko, me te utu i ngā whakapaunga.
3. Me puaki atu ngā kaihoko i ngā moni tuku, huahoko, hekenga utu rānei e whiwhi ai rātau mō ā rātau mahi māu.
4. Me mataara ki ngā rerekētanga i waenga i tētahi whakaaetanga umanga takitahi me tētahi whakaaetanga umanga whānui.
5. Me mātua panui koe me te whai mārama ki te whakaaetanga umanga i mua i tō hainatanga.
6. Me whakaaro anō ki te tiki tohutohu ture.

He manatārua tēnei nā te Mana Hoko Whare. E tuku whakaae ana te kaimanatārua i te tohatanga o tēnei Aratohu, engari kia kaua rawa e pā he utu mō te tuku tārua, me te kore auwaha i te mana me te uapare o te mahi hei tānga pukapuka nā te Mana Hoko Whare. Kia mōhio, ko tikanga o tēnei whakaritenga kāore e whakaaehia te waitohu-rua, ētahi atu panonitanga rānei ki te Aratohu.



Kupu whakataki

He uaua tonu te hoko i tō kāinga i ētahi wā. Ka whakamahia te nuinga o ngā tāngata i tētahi kaihoko¹ ki te āwhina i a rātau ki te hoko atu i tō rātau whare. Ki te whakamahia e koe tētahi kaihoko me te whakauru koe ki tētahi whakaaetanga umanga ā-tuhi.

He aratohu tēnei ki te whakaaetanga umanga ka tonoa koe ki te haina mēnā e hiahia ana koe ki te hoko i tō whare mā tētahi kaihoko – he pepa ture e whakaahua i te kirimana i waenga i te tangata e hiahia ki te hoko i te whare me te kaihoko e mahi ana mā taua tangata.

E whakarato pārongo tēnei aratohu mō ngā whakaaetanga umanga me te tohu anō ki hea tiki pārongo atu anō, me pēhea te tuku amuamu me ngā mea hei tūmanako māu mai i tō kaihoko. E pā noa iho ana tēnei aratohu ki te hokotanga o tō whare.

Koinā noa iho te kaupapa o te aratohu – he ārahi. Kaua e whakawhirinaki atu hei tohutohu ture. Nā te Real Estate Agents Authority tēnei i whakarite, he hinonga Karauna i whakatūhia i raro i te Real Estate Agents Act 2008.

Me hoatu e tō kaihoko tētahi tārua o tēnei aratohu i mua i tō haina i tētahi whakaaetanga umanga, ā, me tono i a koe ki te tuhi whakaae kua whiwhi i a koe.

Me hoatu anō te kaihoko i tētahi tārua ki a koe o te *Aratohu Whakaaetanga Whare Hoko Atu me te Hoko mai* ina whakaatu ia i tētahi whakaaro mai i tētahi kaihoko mai. Mēnā e hiahia koe i tētahi atu pārongo, ka taea e koe te kōrero ki tētahi rōia. E wātea ana ngā pārongo i te paetukutuku a te Real Estate Agents Authority: www.reaa.govt.nz.

1 Ko te kaihoko whare, kaihoko rānei ngā ingoa whānui mō tētahi kaihoko, kaiwhakahaere peka, kaihokohoko rānei.

He aha te take me whai whakaaetanga umanga au?

Ahakoia kei te piki haere ngā hoko tūmataiti i Aotearoa, ā, kāore he here ā-ture ki te whakamahi i tētahi kaihoko whare ina hoko whare koe, ko te nuinga o ngā tāngata ka whakamahi i tētahi kaihoko hei ārahi i a rātau i roto i te hātepe hoko.

Ka tāuteute koe i tētahi kaihoko, ko te tikanga ka whakarārangihia, ka māketehia hoki tō whare e te umanga o taua kaihoko.

Ki te hiahia koe ki te whakamahi i tētahi kaihoko, me whai koe i tētahi umanga whakaaetanga nā te mea ka whai tika te kaihoko ki te hoko i tō whare.

He aha te whakaaetanga umanga?

He kirimana te whakaaetanga umanga i waenga i a kōrua ko tētahi kaihoko. Kei roto e rārangi ana ngā wāhanga me ngā āhuatanga i whakatū ai koe i te kaihoko, ngā mahi ka oti i te kaihoko māu, ā, me tō utu i a ia.

Ina whakauru koe ki tētahi whakaaetanga umanga me tētahi kaihoko whare, kei te whakarārangi koe i tō whare ki te hoko. Ka taea e te kaihoko kotahi te haina i a koe, engari ina whakarārangihia e koe tō whare ka taea e ētahi atu o ngā kaihoko o te pakihiko te hoko i tō whare.

Ko wai e āhei te mahi hoko whare?

Ko te hunga e āhei te hoko whare ko ngā kaihoko, kaiwhakahaere peka me ngā kaihokohoko e whai i tētahi raihana o nāiane i tukua e te Real Estate Agents Authority.

Me whakarite koe i ngā wā katoa ka taute koe i tētahi kaihoko, kaiwhakahaere peka, kaihokohoko rānei whai raihana. Ka taea e koe te tono ki te tiroiro i tana raihana.

Ka taea anō e koe te tiroiro i te rēhita raihana i www.reaa.govt.nz ki te kite mēnā kei te whai raihana te tangata, ā, mēnā kua whiua ia inā tata nei mō āna mahi.

He aha te rerekētanga i waenga i tētahi kaihoko, kaiwhakahaere peka me tētahi kaihokohoko?

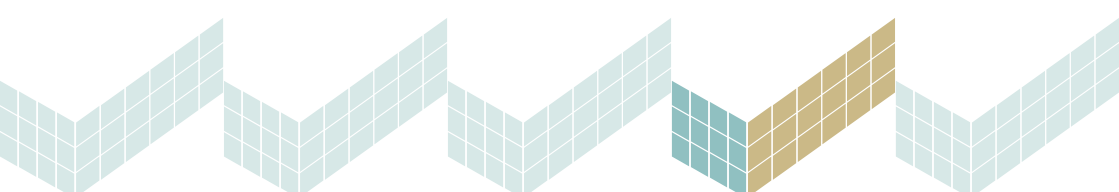
- E āhei tētahi **kaihoko** te whakahaere mahi umanga hoko whare (mō te wāhanga ki te pakihī) i runga tōna anō mana.
- E āhei tētahi **kaiwhakahaere peka** te whakahaere mahi umanga hoko whare mō tētahi kaihoko.
- E āhei tētahi **kaihokohoko** te whakahaere mahi umanga hoko whare mō tētahi kaihoko. Me āta whakahaere me te whakarite tōtika te kaihokohoko e tētahi kaihoko, kaiwhakahaere peka rānei ina mahi ai ia i ngā mahi umanga hoko whare.

Ko te kupu kaihoko i roto i te aratohu e kōrero ana mō tētahi kaihoko, kaiwhakahaere peka, kaihokohoko rānei.

He aha ngā mea me mōhio au i mua i taku haina i tētahi whakaaetanga umanga?

I mua i tō haina i tētahi whakaaetanga umanga me hoatu te kaihoko i ēnei pārongo e whai ake ki a koe.

- **Tētahi wāriu mākete ā-tuhi:** Koinei te whakatau tata pai rawa a te kaihoko o te utu o tō whare e tūmanakohia e ia mō tō whare, i runga i ngā hoko me ngā utu o ngā whare e ōrite ki tōu i tō rohe, tētahi rohe e ōrite ki tōu rānei. Ka taea anō e koe te tiki i tāu ake wāriutanga.
- **Tā rātau taunaki mō te hoko i tō whare:** Ko te hoko mā te pānui i te utu, mā te tonono, mā te hoko kairapu rānei. Me taunaki rātau i te tikanga pai katoa mō te hoko atu me tā rātau mākete me te pānui i te whare.



- **Pēhea te utu i a rātau:** Ko ngā pārongo mō tō utu i te kaihoko (e kīa ana ko te huahoko), mō āhea utu ai, ā, me te tikanga o te tataui i tēnei utu. Tērā pea he rerekē tētahi huahoko mai i tētahi kaihoko ki tētahi, nō reira me whakataurite e koe. Ka taea anō e koe te whakariterite i te rahinga, te utu huahoko rānei ka utua. Ko te tikanga ka tatauhia te huahoko hei ōrautanga o te utu hoko, me te tāke hokohoko. Ko tā te kaihoko me mātua:
 - ◆ whakamārama i te tauira ka whakamahia
 - ◆ tuku ki a koe tētahi whakatau tata ā-tāra o te huahoko ka utua e koe mēnā ka hokona tō whare mō te utu arohaehae.
- **Whakapaunga:** Pārongo mēnā ka utu koe i ētahi whakapaunga (hei tauira, utu pānuitanga) kāore i roto i te huahoko.

He aha ngā mea hei tūmanako māku i roto i tētahi whakaaetanga umanga?

Ahakoa he rerekē te whakarārangi me te matū o ngā whakaaetanga umanga mai i tētahi kaihoko ki tētahi atu, he tohu whānui ēnei e whai ake o ngā mea matua hei tūmanako māu.

Ngā taipitopito mō te hoko i te whare

- Te wāhi tū o tō whare.
- Ngā taonga ka hokona me tō whare, hei tauira, ngā taputapu mā, ārai, pūhihi pouaka whakaata.
- Ngā taipitopito o tō whare, hei tauira, te maha o ngā rūma moe me ngā whare horoi, te rahi o te whenua.

Me mātua pono koe me te whakarite he tika me te pono ō taipitopito ka tukuna ki te kaihoko. Mēnā kei te mōhio koe e hē ana ngā kōrero e whakaratoa e koe, he mahi tonu rānei nāu, tērā pea ka tuwhera koe kia whakawāhia e te ture.

Ngā pārongo mō ngā rōpū o te whakaaetanga

- Tō ingoa, wāhi noho me ētahi atu taipitopito.
- Te ingoa me ngā taipitopito whakapā mō tō rōia.
- Te ingoa o te kaihoko e whakarite ki te pānui me te hoko i tō whare ia rā.
- Te ingoa me te wāhi noho o te umanga o te kaihoko.



Te whakatūrutanga kei a koe te mana ki te haina i te whakaaetanga umanga mō ngā rangatira katoa o te whare

Mēnā karekau ko koe anake te rangatira o te whare, me mātua whakarite koe ka haina e ngā rangatira katoa te whakaaetanga umanga, kei a koe rānei te mana ki te haina mō ngā rangatira katoa.

Te whakaae i whiwhi koe i tētahi tārua o tēnei aratohu

E hiahia ana e te Real Estate Agents Act 2008 kia hoatu e te kaihoko tētahi tārua o te *Te Aratohu Whakaaetanga Umanga Whare o Aotearoa* i mua i tō haina i tētahi whakaaetanga umanga, me te tiki i tō whakaaetanga ā-tuhi i whiwhi koe i te aratohu.

Te whakatū i tētahi kaihoko me ngā taipitopito o ngā mahi e whai mana ai te kaihoko ki te whakahaere

Ka whakatū te whakaaetanga umanga i te ingoa o te kaihoko (ko te tikanga he pakihi) me ngā taipitopito o ngā mahi e whai mana ai rātau ki te mahi. Hei tauira:

- te whakatū i tētahi tūtohu 'Mō te Hoko' ki runga i tō whenua
- pānui i tō whare ki te hoko mō te utu, te āhua, me ngā whakarite i whakamanahia e koe
- te whakarite i ngā tirotirotanga o tō whare e ngā kaihoko mai āmua
- te whiwhi i tētahi moni tāpui māu
- te tango i te huahoko kaihoko mai i te moni tāpui mēnā ka herekore te whakaaro.

Te tūmomo whakaaetanga umanga me te wā o te whakaaetanga

Ka whakatau te whakaaetanga umanga mēnā he **umanga takitahi, umanga whānui rānei**, te wā e tīmata ai te whakaaetanga umanga, te mutunga, me te tikanga whakamutu i te whakaaetanga. Ka taea te whakariterite i te wā o te whakaaetanga umanga. Ko te tikanga o te umanga takitahi, **arā**, ko te kaihoko anake (me ngā kaihokohoko e mahi mā taua kaihoko) e āhei te whakahaere mahi hoko whare mō te whare i tautuhia i roto i te whakaaetanga umanga.

He aha te rerekētanga o tētahi umanga takitahi ki te umanga whānui?

- Ko te **umanga takitahi** ka tuku ki te kaihoko kotahi te mana ki te pānui, whakarite hoki i te hoko o tō whare.
- Ko te **umanga whānui** ko te whakamahi i ngā kaihoko nui atu i te kotahi ki te pānui me te whakarite i te hoko o tō whare.

Kei reira ētahi mea hei mōhio māu mēnā e whakaaro ana koe ki tētahi umanga takitahi:

- Kua koe e haina i tētahi atu whakaaetanga umanga me tētahi atu kaihoko mēnā he umanga takitahi kē tāu. Ki te pēnei koe, ka mate koe te utu i te huahoko ki ngā kaihoko katoa, ahakoa ko tēhea o ngā kaihoko ka whakarite i te hoko.
- Ki te huri ō whakaaro mō te whakaaetanga umanga takitahi i muri o tō hainatanga, ka taea e koe te whakakāhore i te whakaaetanga atu ki te 5 karaka i te ahiahi o te rā i muri o te rā i whiwhi ai koe i tētahi tārua o te whakaaetanga.
- Ki te haina koe i tētahi whakaaetanga umanga mō tētahi wā neke atu i te 90 ngā rā, ka taea e koe, e te kaihoko rānei te whakamutu i te whakaaetanga i muri i ngā rā 90. Me tutuki ā-tuhi tēnei.

Te tikanga hoko me te utu o te whare

Ka whakarārangi te whakaaetanga umanga i te tikanga hoko i whakaae koe mō tō whare. Tērā pea mā te pānuitanga utu, whakariterite, tono, hoko kairapu rānei.

Kei roto i te whakaaetanga umanga tētahi 'utu rārangi' mēnā kua pānuihia tō whare me tētahi pānuitanga utu. Kāore te whakaaetanga umanga e whai utu rārangi mēnā kei te māketehia tō whare mā te whakariterite, tono, hoko rapu rānei.

Mō ētahi atu pānui, tirohia te Tenders and Auctions Fact Sheets, kei www.reaa.govt.nz, te waea atu rānei ki **0800for REAA** (0800 367 7322).



Huahoko

Kei roto i te whakaaetanga umanga ngā taipitopito mō te tatau i te utu i te huahoko ki te kaihoko, ā, mō āhea utua ai ki te kaihoko.

He mea nui tonu kia mātua mārama koe ki ō tika me ō here e pā ana ki te utu i te huahoko.

Mō ētahi atu pārongo, tirohia te Commission Fact Sheet kei www.reaa.govt.nz, waea atu rānei ki **0800forREAA** (0800 367 7322).

Whakapaunga

Te pānuitanga me te mākete

Kei roto pea i te whakaaetanga umanga ngā utu motuhake mō te pānuitanga me te mākete. Kāore he here ki a koe ki te utu anō mō ngā pānuitanga mēnā kāore koe e hiahia. I mua i tō utunga i ngā utu pānuitanga tāpiri, pātai atu he aha ngā pānuitanga e whakaratoa mō te kore utu. Ko te tikanga ka whakarato pānuitanga 'koreutu' ngā kaihoko hei wāhanga o tā rātau mahi, tērā pea he:

- uta i ngā taipitopito o tō whare ki runga i te paetukutuku ā te kaihoko
- uta i ngā taipitopito o tō whare ki runga i ngā pae- tukutuku a ētahi atu paetukutuku pakihi hoko whare
- whakauru i ngā taipitopito o tō whare ki roto i ngā putanga hoko whare
- whakaatu i tētahi whakaahua me ngā taipitopito i roto i te tari o te kaihoko
- whakatū i tētahi tūtohu 'Mō te hoko' i waho i tō whare.

Me āta whakaaro koe ki ngā utu pānuitanga tāpiri ki ngā hua. Me whakarite te kaihoko i tētahi mahere mākete āmiki me te whakamārama i te hua o tēnei utu tāpiri. Kia maumahara, ko koe kei te utu i te utu pānuitanga tāpiri ahakoa kāore pea tō whare e hokona.

Mō ētahi atu pārongo, tirohia te Advertising Fact Sheet kei www.reaa.govt.nz, waea atu rānei ki **0800forREAA** (0800 367 7322).

Te Puakanga o ngā moni tuku, hekenga utu, huahoko rānei e whiwhi pea i te kaihoko

Ki te whiwhi te kaihoko i tētahi hekenga utu, moni tuku, huahoko rānei mai i tētahi o ngā ratonga i whakaritea māu, ā, e utu nei koe i ēnei, me kōrero mai rātau ki a koe mō tēnei. Hei tauira, tērā pea ka whiwhi hekenga utu te kaihoko mō te utu i te pānuitanga o tō whare i roto i tētahi nūpepa.

Ka tutuki tēnei puakanga mā tētahi puka me **mātua** whakauru ki roto i te whakaaetanga umanga. Me whakaatu te puka i te whakatau tata o te hekenga utu, moni tuku, huahoko rānei, me te wāhi i takea mai, tētahi whakaaturanga rānei e kī ana kāore te kaihoko i te whiwhi moni tuku, huahoko, hekenga utu rānei.

Kei te hara te kaihoko i raro i te Ture mēnā kāore tēnei puka i roto i te whakaaetanga.

Ahakoā kāore e herea te kaihoko i raro i te ture ki te tiritiri i ēnei hekenga utu, moni tuku, huahoko rānei me koe, tērā pea ka hiahia koe ki te whakarite i tētahi wāhanga me te kaihoko.

Mō ētahi atu pārongo, tirohia te Disclosure of Rebates, Discounts and Commissions Fact Sheet me te Huahoko, kei www.reaa.govt.nz, waea atu rānei ki **0800forREAA** (0800 367 7322).

Kia maumahara, ka taea e koe te tuku pātai, te tiki tohutohu motuhake, te kōrero ki ngā kaihoko neke atu i te kotahi, me te whakariterite i te huahoko, whakapaunga me ngā ratonga.

Ka aha ina whiwhi whakaaro au?

Ina tuku whakaaro tētahi ki te hoko i tō whare, ka heria mai e tō kaihoko te whakaaro ki a koe mā tētahi whakaaetanga hoko atu me te hoko mai ā-tuhi. I mua i tō haina i te whakaaetanga hoko atu me te hoko mai me mātua whiwhi koe i tētahi tārua o te *Aratohu Whakaaetanga Whare Hoko Atu me te Hoko mai*. E tohutohuhia ana koe kia kua e haina i tētahi mea kia pānui, kia mārama hoki koe ki tēnei aratohu me te whakaatu i te whakaaetanga hoko atu me te hoko mai ki tō rōia.

Ka aha mēnā ka pā mai he raruraru?

Mēnā kei te āwangawanga koe mō tētahi wāhanga o te ratonga i whiwhi koe i tētahi kaihoko whare, ko te mea tuatahi māu ko te kōrero i ō āwangawanga ki te kaihoko, tana kaiwhakahaere rānei. E hiahiatia ana ngā kaihoko kia whai tikanga whakatau amuamu.

Ki te kore e eke tēnei ki tāu e hiahia ai, kāore rānei koe e hiahia ki tēnei huarahi, ka taea e koe te whakapā tika atu ki te Mana Hoko Whare.

Ka kitea ētahi atu pārongo mō te hātepe amuamu a te Real Estate Agents Authority Real Estate Agents Authority i www.reaa.govt.nz, waea atu rānei ki **0800forREAA** (0800 367 7322) me te tono i tētahi tārua o te mātārere Me Pēhea te Tuku Amuamu me te Puka Amuamu rānei.

Ka kitea ētahi atu pārongo āwhina i...

Ahakoia he kaihoko mai, kaihoko atu rānei he maha ngā wāhi āwhina me te tohutohu hei toro māu, tae atu ki:

- te Real Estate Agents Authorityi www.reaa.govt.nz, waea atu rānei ki **0800forREAA** (0800 367 7322). Ka taea e te Real Estate Agents Authority te whakarato pārongo me te āwhina mō ētahi take whānui me whai i te kawenga whāiti mō te whakarite amuamu e pā ana ki ngā mahi umanga hoko whare
- tō rōia
- Pokapū Ture Hapori www.lsa.govt.nz
- Ngā Pokapū Whakahoki Pātai mai i te Iwi Whānui www.cab.org.nz
- Manatū Kaihokohoko www.consumeraffairs.govt.nz
- NZ Law Society Property Section www.propertylawyers.org.nz
- Consumer Build www.consumerbuild.org.nz.

Te Mana Hoko Whare

Pouaka Poutāpeta 25371, Te Whanganui-a-Tara 6146

Waea: 0800forREAA (0800 367 7322)

Waea whakaahua: 04 815 8468

Īmēra: info@reaa.govt.nz

Paetukutuku: www.reaa.govt.nz



E ai ki te mātau o te Mana Hoko Whare, he tōtika ngā pārongo i roto i tēnei aratohu i te wā e whakaaturia ana i raro. Engari, ko ngā whakaritenga e pā ana ki ēnei pārongo tērā pea huri i tētahi wā, ā, ko ngā pārongo hou tonu e wātea ana i www.reaa.govt.nz [Whakaputanga 1.0, 17 Whiringa-ā-rangi 2009].



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