



PROPERTY MANAGEMENT - INFORMATION PACK

“Our aim is to maintain the greatest cash flow and maintain your property at the least cost and least bother to you, so you can enjoy your leisure time or pursue the next great investment.”

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SHONA FAY SAUNDERS - PROPERTY MANAGER

Reasons to Have Your Property Professionally Managed

Professionalism

Penny wise and pound foolish, an old saying with relevance to property management. When considering the future of your property that is worth many tens of thousands of dollars, is it not worthwhile investing a little more to ensure that the property is managed by a professional.

Market Knowledge

Dealing with the residential rental market on a daily basis ensures that we are up to date with the current market. We are aware of the supply and demand across all price ranges and are therefore able to ensure that you are receiving the best possible rent in today's marketplace. This knowledge is also invaluable when the time comes to look for a new tenant. Ensuring the property is correctly priced and marketed ensures the property will be let in the shortest possible time.

Legal Knowledge

With the various statutes that impact on residential property management, it is important that you or your representative is fully conversant with the law as it affects your property and tenants. In addition to the main piece of legislation, the Residential Tenancies Act, you also need to be aware of other pieces of legislation; Real Estate Agents, Privacy, Fair Trading, Human Rights, Occupiers Liability, Matrimonial Property, Building Regulations, Companies Acts. In addition you also need to be conversant with the local bylaws and regulations.

Market Exposure

When looking for a new tenant, we are able to draw from a larger pool of tenants than a landlord acting privately. Due to our physical location and market activity, prospective tenants are aware that we have properties to let and we therefore have more people enquiring about properties than a private individual would have. In addition, tenants that enquire about one property that they later find unsuitable, can be redirected to other properties available. Having a larger selection of tenants allows us to be more selective in who we place into our property.

Corporate Resources

As part of a large multi-national organization, we are able to draw on the expertise that an organization of this size has to offer. Such expertise as is in the area of legal advice, regular training, specialised property management conferences and the dissemination of ideas from other parts of the group.

Trades People

Selecting a tradesperson to carry out repairs on a timely basis that is both of a quality and cost that is acceptable, is a process we have been through and regularly review. This ensures that when any work is required, you have the confidence in knowing the work will be done quickly, correctly and at a favourable cost. The volume of work that we process also allows us to achieve a pricing structure that would otherwise be difficult to achieve.

Computer Systems

We operate modern computer systems to process and control our property management portfolio. This allows us to carry out tasks such as:

- Monitoring arrears and quickly moving to address potential problems.
- Scheduling of forthcoming inspections.
- Reviewing current rents with a view to maximising the landlords return.
- Produce clear monthly and annual statements for the owner.
- Of particular value are the financial and electronic diary data we hold on file for up to five years. This can be produced to clearly show the history of a tenant and/or property.

No Interruptions

Forget those late night and early morning calls from tenants with problems. Or the arranging of family or friends as alternative contacts while you are on holiday. As management professionals we are available 24 hours a day and have trades people that we can call out when necessary.

Neutral Party

When problems arise with the property, emotion can sometimes cloud the decision making progress that inhibits a quick resolution of problems. As an independent manager, we can advise you on your rights and obligations and the best way to resolve issues.

Just Some of the Services We Provide

Locating & Placing Tenants

The selection and placement of the right tenant is one of the most important parts to successfully managing your own property. Our profile in the market place draws a high level of tenant enquiry that often allows us to choose from a range of suitable tenants.

Tenant Credit Checking

The most pleasant and well-presented tenant can be a front masking the least desirable tenant. For this reason, we always require and check back on references. This ensures that we identify tenants who have left previous tenancies owing rental money or having caused damages that have not been repaid. Whilst not an absolute guarantee, this service provides a level of protection not otherwise available.

Rent Collection

Our fully computerised systems, combined with the daily updating of rents received, allows us to accurately process monies received and therefore quickly identify any potential problems. We can act before they become an issue.

Tribunal Representation

Sometimes, regardless of how well a property is managed, there may be a need to make representation to the Tenancy Tribunal. We will attend on your behalf, if you so wish to present your case to the Tribunal.

Rent Reviews

Obtaining the correct rent for your property is an important part of maximising your return from the property. We regularly carry out a review of the rents being paid. Where appropriate, we will advise the owner that a property's rent could be increased. Depending on circumstances and the tenant, we may recommend that while the rent could be increased, it would be advantageous to leave the rent as it stands.

Arrears Management

The management and tracking of arrears is an important part of property management that, if left uncontrolled, can result in a financial disaster for all parties, particularly the landlord. We carefully check all tenants prior to placement, so as to minimise arrears issues. However, problems do occur and for this reason arrears management is an area we carefully administer:

- Daily the system generates a report advising of any tenants that missed their rent payment.
- Using the report, the property manager will telephone the tenant.
- Where the rent is still unpaid, we will write a letter requesting the problem be addressed immediately.
- Where the tenant ignores this letter, a 14 Day Notice to Remedy will be sent requesting the rent be brought up to date.
- In the event of non-compliance, a Monetary Order and a Possession Order will be filed with the Tenancy Tribunal.
- Debt recovery procedures will be initiated where the Bond is insufficient to cover the rent.

Property Inspections

During the term of the tenancy, we will carry out a full written inspection report on a quarterly basis. These reports allow you to see whether any maintenance work is required. Damage caused by the tenant will be repaired at the tenant's expense.

Property Management

If, in the course of the inspection, we become aware of any maintenance needed, we will advise the owner and if so instructed, arrange for this work to be carried out. All work is carried out by professional trades people and a follow up inspection at no cost is carried out to ensure the work was completed satisfactorily.

Preparing Your Property for Rental

Preparing for Inspections

First impressions are the most important. They will help determine the rental a tenant is prepared to pay and the type of tenant who is willing to lease your property.

These tips below could make the difference:

- Paintwork both inside and out must present well
- Lawns and gardens should be neat and tidy
- Floor coverings should be in tidy condition
- Window coverings must present well and allow adequate privacy
- Kitchen and bathroom facilities must be in good working order
- All rooms and their appliances should be clean and tidy
- The property should be odour free
- Ensure that fences and gates are in good condition

Preparing for Your Tenant

A property provided in good condition, to a good tenant, will assist in ensuring that it is left in similar order at the end of a tenancy. This can also establish a standard of care and cleanliness during the tenancy.

- All rooms, fittings and appliances should be in sound working order, clean and tidy
- Carpets should be professionally cleaned
- Supply appliance instruction booklets to your Property Manager for provision to your tenants
- Prepare an inventory of furniture items remaining at the property and hand this to your Property Manager
- Ensure gardens and grounds are tidy and free of rubbish or unnecessary items
- Clean concrete and paved areas of oil or other stains

Our Recommendations for Throughout the Tenancy

Maintenance During the Tenancy

As with your own home, a certain amount of wear and tear is unavoidable during a tenancy and we recommend a repairs and maintenance programme which will ensure that your property continues to achieve maximum rental, attract quality tenants and suffer minimum vacancy periods.

Consider the following guideline suggestions:

- Budget to paint internally each 3-5 years
- Paint thoroughly in a light neutral décor (not white) and use washable paint
- Remove 'dated' wallpapers, even if in good condition, as these can hinder securing a good tenant
- Clean gutters regularly
- Re-grout tiles in bathrooms and kitchens to freshen appearance
- Ensure adequate tiling on walls around kitchen sinks, laundry tubs, bathroom basins, showers and baths
- Tile sufficient wall area around stoves to prevent damage from cooking
- Consider vertical drapes as an alternative to more conventional blinds or curtains as they are more economical to install, maintain and repair.
- Replace kitchen bench-tops cupboard and drawer fronts instead of installing a new kitchen. This can give the impression of a new kitchen at a fraction of the cost
- Don't lay soft vinyl flooring as this is more inclined to wear and tear
- Ceramic floors in kitchens are not recommended as they are more inclined to crack or fracture if heavy items are dropped on to them
- Select good quality, hard wearing carpet in a neutral colour with quality underlay when replacing carpet.
- Select a stove with coil elements as the newer style type requires greater care and treatment during tenancy.

Systems

Use of information systems allows us to effectively manage your property on a timely basis. Our computer systems track both financial information, i.e. rents, repairs, bonds etc., as well as diary and correspondence matters.

Examples:

Landlord's Statement

Monthly statement to you, the landlord, showing income and outgoings for the period.

Landlord's Annual Income Statement

This can be issued at the end of each year. This summarises your total income and outgoings for the year.

Tenant Financial Ledger

A summary of transactions in relation to a tenant.

Tenants Diary/Correspondence History

A summary of letters and diary entries relating to a tenant.

Arrears Report and Letter

The report used to assess whether a tenant is in arrears and examples of letters sent.

Rent Review Letter

Letter sent to tenant advising that the rent is due to change.

The Correct Forms

Entering into a tenancy agreement is a legal contract. As such care should be taken to ensure that the forms and documentation that you use provide the correct level of protection.

The forms we use are structured to provide the best possible level of protection to the landlord in so long as the forms are used and completed correctly.

The Forms:

Option to Enter Form - Application for Tenancy

The information supplied in this form is used to check the tenant's references. It is a two sided form, with the first side being the prospective tenants' details and the second side complying with the Privacy Act.

Tenancy Agreement

The contract between the landlord or their agent and the tenant. This contract has been prepared so as to provide the landlord with the most use of the protections provided within the Act.

Automatic Payment Form

The standard automatic payment form. This is provided to the tenant with the details completed so that the tenant may lodge this with their bank. We find rents paid by automatic payment to be less of a problem than cash/cheque payment to the office.

Bond Form

The standard bond form. As a policy we collect three weeks bond and this is lodged as required with the Tenancy Services Centre.

Rent Wise Residential Rental Management Authority

I / We hereby appoint **Rent Wise Property Management Ltd** to act as my/our **Agent and Property Manager** on the terms and conditions set out below with respect to the property and other details referred to in the schedule hereto (which schedule when completed shall form part of this rental authority).

And I / We authorise and instruct you:

To advertise for tenants, as and when necessary and to sign tenancy agreements on my/our behalf.

To complete a property inspection report at the beginning and end of each new tenancy.

To inspect the property once every three months and to make a written report of the inspection.

To collect a Bond as set out in the Schedule hereto and to pay the same to the Bond Centre within 23 working days of receipt and to refund to the tenant at the end of the tenancy any part of the bond as is in your judgement appropriate.

To collect rental payments as and when they fall due for payment.

To take all reasonable steps to compel payment of outstanding rent and to enforce other terms and conditions of the tenancy agreement.

To resolve any dispute with the tenant by negotiation or by attending mediation or by attending the Tenancy Tribunal.

To pay all expenses and regular out goings authorised by me/us as set out herein.

To pay Insurance Premiums on my behalf as set out herein.

To review the rent every twelve months and recommend to me /us the appropriate market rent.

To effect repairs to the rented property as set out in the Schedule hereto.

To deduct from any monies held to my/our credit your proper charges and reimbursement for monies spent on my/our account.

To credit the balance of any monies held by you to my/our bank account, details of which are contained in the Schedule hereto together with a financial statement, as soon as possible after your balance date at the end of each month.

Initial _____

Remuneration of the Agent / Property Manager

In consideration of you performing the above duties I / We agree that you shall be entitled to be paid for your services as follows:

Let Fee

Advertising / Signing in of new tenants set fee of \$219.00 GST inclusive.

Collection of Rent

On all rents collected 7.5% + GST.

Major Repairs / Renovations

On major repairs or renovations and/or supervision thereof a fee of 7.5% + GST (if this falls after hours).

Inspections

For each three monthly inspection of the property, a fee of \$35.00 + GST. Final Inspections \$70.00 + GST

Termination

This contract is binding throughout the length of tenancy.

I / We acknowledge that by entering this agreement the agent does not accept liability for damage done to the property by the tenant or any other person nor does the agent accept liability for the tenants failure to carry out any term of the Tenancy Agreement.

I / We as owner/s acknowledge, I / we indemnify the agent against all actions/claims/costs and expenses whatsoever, which may be taken or made against the agent in the course of and arising out of the proper performance of the agents duties as the property Manager or the exercise of any powers, duties or authorities contained in this management authority.

I confirm that the details supplied in the Schedule are correct and I acknowledge that I have read and understood this management authority and that I have been supplied with a signed copy and a copy of the Service Guarantee.

Signature of Owner/s

Date

Signed on behalf of Rent Wise Property Management Ltd

Date

Initial _____

Methamphetamine

The owners are advised that one of the risks involved with owning a residential investment property is contamination from Methamphetamine either via production or use within the property.

We confirm that our agencies are not experts in determining whether or not the dwelling is currently affected by Methamphetamine contamination either via production or use with in the property.

We confirm that our agencies are not experts in determining whether or not the dwelling is currently affected by Methamphetamine

Contamination and therefore we recommend that owners arrange for a test to be carried out on the premises, which will clarify if any level of contamination exists.

By conducting a test at the beginning of a tenancy before the tenant takes possession, it enables us to assess the liability of the outgoing tenants and ensures that there is evidence with which to make the ingoing tenant liable for any contamination, which occurs during their tenancy.

When tests are conducted prior to a tenancy commencing, it increases the chances of making the tenants liable for any damage. Without (a pre-test) an initial test, the tenants may argue that any contamination was due to an earlier tenant's wrongful act.

Please note that if an initial Methamphetamine test does come back positive there can be immediate consequences for the property owner, and we advise to carefully consider the options arising from the report.

I / We the owners of _____ (Tenancy Address) agree that we have read the above and confirm:

I / We agree to pay the sum of \$259.00 + GST immediately for a Methamphetamine test; or

I / We decline to pay for a test and accept any and all consequence of not doing so.

Initial _____

Schedule

1 **Address of the Property Manager** managing the rental property is: 53 Queenspark Drive, Parklands

2 **Address of Rental Property:** _____

Weekly Rental Range: _____

Bank _____ **Branch** _____ **Account No.** _____

Monthly Statement e-mailed/posted to: _____

3 **Tenancy Agreement:**

Rent my property on **periodic tenancy / fixed term** using your usual tenancy agreement form.

4 **Owners Full Name and Contact Details:**

Name: _____

Address (Home): _____

Address (Postal): _____

Phone: _____ Work: _____ Fax: _____

Mobile: _____ Email: _____

5 **Owners Solicitor's and / or Power of Attorney Details:**

Name: _____ Phone: _____

Address: _____

6 **Insurance Policies:**

Company: _____ Policy Number: _____ Excess: _____

Does your insurance policy cover theft of chattels by the tenant / occupant? Yes / No

7 **Floor Coverings:**

Age of carpet / floor covering in the property _____ months / _____ years.

Are the carpet / floor coverings covered by Insurance? Yes / No

Initial _____

8 Chattels List:

If rented furnished, chattels list to be prepared by: Owner/s or Agent (delete one)

9 On the Market:

Is the property on the market for sale? Yes / No

If yes have you or an agent served a S.47 Notice? Yes / No

10 Pets:

Pets are / are not (delete one) permitted (specify if any pets are permitted _____)

11 Grounds:

I wish to have the Tenant / Contractor (delete one) maintain the grounds.

12 Heating:

Does your property contain any sort of fire for heating purposes? Yes / No

If yes please describe: _____

13 Chimney Maintenance:

I agree to pay for the chimney sweep every 12 months in line with insurance policies.

14 Swimming Pool / Spa Pool:

I wish to have the Tenant / Contractor (delete one) maintain the pool(s).

15 Keys:

How many sets of keys are you supplying to me / us? _____

16 Bedrooms:

How many bedrooms does the property have? _____

Are there any sleep outs / studios with the property? Yes / No

If so do they have a compliance certificate? Yes / No

Initial _____

17 Repairs & Maintenance:

I instruct you as follows:

- Effect on my/our behalf repairs of any kind up to the value of \$200 / \$300.
- Repairs exceeding the sum of \$200 shall require my / our approval.
- Repairs ordered by the Tenancy Tribunal shall not require my / our approval.
- Repairs in any emergency situation or to protect the property or to protect the health and safety of the tenant shall not require my / our approval.

18 Bond:

I hereby instruct you to collect a bond of equivalent to four weeks rent.

19 Rent:

I hereby instruct to charge one or two weeks rent in advance.

20 Special Instructions:

To contact the landlord re any repairs unless it is an emergency where either the tenant or the property itself are in danger of damage

NOTE:

I generate payroll and release all funds twice monthly. Once on the 15th and then again, with a full statement on the 1st of the month. The statement will give you a full breakdown of all finances in regards to your property. If these dates happen to fall on the weekend or a public holiday, we still process the funds, however they will not go through until the next business day.

Initial _____

PROPERTY MANAGEMENT AUTHORITY INSULATION & HEALTHY HOMES STATEMENT

Address of Rental Property: _____

INSULATION STATEMENT

Do you have a current insulation certificate? Yes No If yes, please provide a copy.

CEILING INSULATION

Locations / coverage: Complete (All rooms) None Partial Don't know / not accessible
 Specify areas not insulated: _____
 Ceiling insulation type: Loose-fill Ceiling space not accessible Other (specify) _____
 Specify areas not insulated: _____
 Bulk insulation value (R-value): _____ or minimum thickness: _____
 Age of ceiling insulation (if known): _____
 Insulation condition: Insulation has no gaps other than clearances where required (e.g. around downlights and chimney flues)
 Ceiling space is not accessible
 Insulation is in at least reasonable condition. If not explain why: _____

UNDERFLOOR INSULATION

Location / coverage: Complete (All rooms) None Partial Don't know / not accessible
 Specify areas not insulated: _____
 Underfloor insulation type: Foil Polystyrene Bulk with foil lining Not accessible
 Specify areas not insulated: _____
 Bulk insulation value (R-value): _____ or minimum thickness: _____
 Age of underfloor insulation (if known): _____
 Insulation condition: Insulation has no gaps other than clearances where required (e.g. around downlights and chimney flues)
 Ceiling space is not accessible
 Insulation is in at least reasonable condition. If not explain why: _____

HEALTHY HOMES STATEMENT

Bathroom extractor: Installation date: _____
 Kitchen extractor: Type: _____ Installation date: _____
 Living area heating: Type: _____ Efficient heating
 Living Area Size: _____ m² No. of windows: _____ Double glazing
 Moisture barrier: Installation feasibility: Yes No
 Weather tightness check: Areas with gaps of 3mm or more: _____
 Gutters clear: Structurally sound & attached to drains
 Wastewater unimpaired: Linked to council infrastructure:

SMOKE ALARMS

Smoke alarms No. of smoke alarms _____ (10 year photoelectric battery) Initial: _____
 I / We wish to opt in for annual compliant smoke alarm checks at my / our cost Initial: _____

LANDLORD CLIENT STATEMENT

The owner of the mentioned property, declare that the information contained in this Insulation & Healthy Homes Statement is true and correct as at the date of signing and that all reasonable efforts have been made to obtain information about all areas stipulated above. The owner agrees to remedy any areas of the Insulation or Healthy Homes Statement should the property not meet the current standards and regulations.

Owner / landlord (Name): _____ Signed: _____
 Date: _____

CLIENT(S) INITIALS: _____



WE ARE PROUD TO BE AN
ELITE PARTNER
OF TENANCY.CO.NZ

Rent Wise Property Management Ltd

COMPANY

30/03/2021

DATE

By displaying the Elite Partner seal, shows that our company utilises the compliance and technology of Tenancy. co.nz.

We have access to Tenantcheck, to comprehensively vet prospective tenants in real time.

We utilise Total Tenancy, a solution that offers our office tools, resources and extensive training videos to make sure we remain informed and up-to-date.

We take advantage of eBundle PRO for online applications and to create tenancy agreements. This solution is updated regularly to reflect industry updates to offer protection and compliance.

If you are a landlord looking for a property manager, look for the seal of quality relating to residential property management.



PRIVACY ASSURANCE STATEMENT

The stated office is a registered member of the
Tenancy.co.nz Elite Partner group.

Rent Wise Property Management Ltd

COMPANY

30/03/2021

DATE

All data submitted via the tpsportal.co.nz and tenant.co.nz websites are treated as personal information. The data will only be used for the lawful purposes outlined in the privacy consent on the application, as well as the privacy policy on tenancy.co.nz and tenant.co.nz.

The data submitted is stored on a secure, dedicated server.

All protocols, both physical and digital, are compliant under the Privacy Act 1993.

Personal information will not be sold, or sent to marketers or debt collectors as a direct result of a tenant applying for a tenancy.

Disclaimer: This certificate is not a government issued certificate and applies only to the usage and protection and privacy of data submitted by a tenant online via the stated website. For more information visit www.tenancy.co.nz/datasecurity.

 **TENANCY.CO.NZ**



DATA SECURITY STATEMENT

The stated office is a registered member of the
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Rent Wise Property Management Ltd

COMPANY

30/03/2021

DATE

All personal information including IDs and attachments entered into Tenant.co.nz Profile and TPS Portal Tenancy Applications are encrypted to a high security standard, both in transit between the tenant and our service, and "at rest" on secure storage.

This means that only the user and the Property Management office that receives a tenancy application can view that personal information. Property Management offices receive only the content entered into applications.

Security of data is of importance and Tenancy.co.nz has dedicated resources to ensure both the physical and digital security of data. In addition, we take steps to protect accounts by requiring a secret question and answer when performing heightened security actions, such as password resets.

We maintain strict data security policies within our own organisation, including strong passwords, encryption and other technology to protect your data, in addition to policies in place to prevent unauthorised access to your account.

All data is password protected and encrypted to offer the best protection possible.

Disclaimer: This certificate is not a government issued certificate and applies only to the usage and protection and privacy of data submitted by a tenant online via the stated website. For more information visit www.tenancy.co.nz/datasecurity.

