

at Ray White
Property Management the
difference is in the detail



MAXIMISING RETURNS GROUP STRENGTH SYSTEMS & TECHNOLOGY INTEGRITY INVESTOR CONFIDENCE

Ray White Property Management

Welcome

to Ray White Property Management where a friendly smile and great personal service is backed with incredible systems that ensure we look after your investment as if it was our own

- Why Choose Ray White
- Maximising Returns
- Selecting the Right Tenant
- Property Inspections
- Rent Collection and Repairs
- Communication
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- Our Packages
- Your Property Manager
- Ray White Queenstown

Growth * Integrity * Returns

Why Ray White

Ray White offers a full property management service. We operate this service separately from our sales department

- ◆ We use high impact, innovative marketing to find tenants quickly
- ◆ Full colour window cards displayed in our Church Street office
- ◆ Regularly updated Rental Property guide available in our Church Street office as well as available from Ray White Frankton
- ◆ Weekly advertisements in The Mirror—this publication is free and available in locations throughout Queenstown and Central Otago as well as delivered to every household
- ◆ Promotion of your property on three websites
www.rwqueenstown.co.nz
www.trademe.co.nz
www.realestate.co.nz
- ◆ We take great care to select the right tenant. All prospective tenants must view the property first and then apply in writing, References are then carefully checked and then you as property owner, make the final decision
- ◆ We are committed to providing a level of service unmatched in the industry
- ◆ We use fully documented, detailed policies and procedures to ensure consistently great service
- ◆ We will communicate with you regularly to keep you fully informed on all important matters relating to the leasing and management of your property

Growth * Integrity * Maximising Returns

Maximising Returns

We specialise in assessing the market value of your property based on:

- ◆ Market conditions
- ◆ Comparable property rents
- ◆ Vacancy factors
- ◆ General conditions of the property
- ◆ Tenant quality and the length of their tenancy

Doing Business the Right Way

We have highly detailed policies and procedures that are followed to ensure great levels of consistent service.

These include

- ◆ Regular 3 monthly property inspections
- ◆ Repairs by qualified trades people
- ◆ Rent collections
- ◆ Communication with owners and tenants
- ◆ Supervised viewings

Selecting The Right Tenant

Every prospective tenant is thoroughly screened:

- ◆ Completion of Tenant application form
- ◆ Employment Verification
- ◆ Bank Account Verification (if applicable)
- ◆ Previous Landlord references




Prospective tenants are approved by the Property Manager before any tenancy documentation is entered into

The owner is notified (where possible) for final approval

Property Inspections

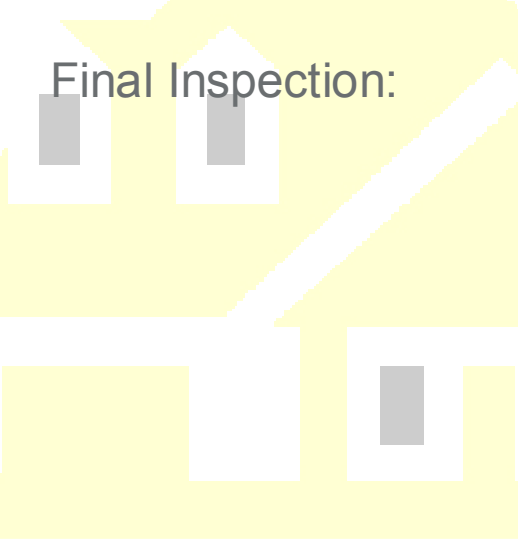
Property Condition Reports

(PCR):



This is completed before the new tenant moves in. The tenant is given a copy to make any amendments so that both the tenant and Property Manager agree on the condition of the property.

Routine Inspection:



These are completed every three months to ensure that the property is kept up to the required standard.

Final Inspection:

This is done with the tenant on departure to establish the property is in good order before the bond is released to the tenants

The owner is forwarded copies of all reports, along with photographs and our comments and recommendations for any maintenance issues.

Rent Collection

We have highly effective procedures to
minimise rent arrears

New tenants pay by automatic payment directly into our
Trust Account to reduce potential late payments

Email, phone and written reminders when required to
prevent tenants falling into arrears

Repairs

Repairs are categorised into two areas:

Emergency Repairs:

The tenant would immediately ring our office or our after hours service when the situation is assessed and if necessary, urgent repairs arranged

Usual Maintenance Issues:

The tenant would normally advise our office of the problem and the Property Manager would verify, get authorisation from the owner if required and organise the repair and payment. In most cases authorisation from the owner is required for maintenance amounting over \$200.00

Communication

Communication is Key

We believe communication to be one of the most Important tools in aptly managing properties. Communicating with owners, tenants and even our maintenance trades people means that we can manage your property to the best of our abilities.

We use the following ways to keep you informed

- ◆ Monthly statements and invoices detailing rent payable, fees and maintenance costs
- ◆ Correspondence at the commencement of a tenancy, this will include a signed copy of the Tenancy Agreement
- ◆ Correspondence nearing the expiry of a tenancy requesting either a re-let or re-advertisement of your property
- ◆ Emails and/or phone calls at any time regarding any maintenance issues that may arise
- ◆ Three monthly Routine Inspection reports either emailed or posted

Did You Know?

Frequently Asked Questions



How many keys does Ray White require for my property?

Please provide 2 keys for the property (one for the tenant and one for our office). This ensures that if any maintenance needs done or if we are scheduled to do an inspection and the tenant is unavailable to be there, this maintenance or inspection can still take place.

Is my current Insurance Policy enough?

As a general rule, this is not the case. Many policies do not cover issues that may arise during a tenancy. For further information please ask your current insurance provider

My property is furnished, what about the chattels?

Please provide a full and detailed list of chattels you would like to leave at the property for the new tenants to use. We will attach this list to both the Tenancy Agreement and any inspections we carry out - the initial inspection report is given to the tenant to sign. This ensures they will know what is theirs and what is yours at the end of the tenancy.

What are the kinds of Tenancy Agreements are Available?

There are two types of tenancies-Fixed and Periodic. A fixed term tenancy agreement last for a specific length of time, usually six or twelve months. Neither tenant nor the landlord may break the terms of this contract. A periodic tenancy agreement last until either the tenant or the landlord decides to end the tenancy. The tenant must give 21 days notice and the landlord must give 90 days notice unless the property owner requires the property for themselves or a family member as a principle place of residence, then a 42 day notice period applies

When do I receive payment of rent from my property?

Ray White makes payments to landlords on the first working day after the last day of the month

What happens if the tenant doesn't pay rent?

Under the Residential Tenancies Act the tenant is required to pay their rent one or two week's in advance as noted on their Tenancy Agreement. Tenants are either emailed, phoned or written to should their rent fall behind. An Arrears Report is carried out on a daily basis so arrears are picked up immediately.

Whose responsibility is it to take tenants to mediation?

Ours. We will go on your behalf to try and sort out any problems that arise. If this reaches an unsuccessful conclusion, we will also appear on your behalf at the Tenancy Tribunal. We will however, keep in contact with you as soon as the issue becomes apparent.

What happens when malicious damage is done to the property?

The Residential Tenancies Act requires that the tenant shall not intentionally or carelessly damage, or permit any other person to damage, the premises. However, if the tenant does cause malicious damage to the property and dependant on the circumstances, we will appear on your behalf to either a mediatory hearing or the Tenancy Tribunal. We will keep you informed of the issues as soon as it arises.

Is it likely that I will need to spend money on my property while tenanted?

All properties, tenanted or not, are expected to require maintenance or repairs due to fair wear and tear some time in the future. We will contact you if the repairs are over the amount specified by you in the management authority, usually \$200. However, if the repair is serious or urgent (i.e if left it would likely cause injury to person or damage to property) we will carry out the required maintenance immediately.

How must my property be presented to new tenants?

As per the Residential Tenancies Act, properties must be in a clean and tidy state at the time of renting. As company policy, we require the property to be vacant for at least three days before new tenants are expected to move into the property, this allows us to carry out our final inspection, as well as our Property Condition Report, to minimise disputes about the condition of the premises. It also allows time for the previous tenant to have the carpets professionally cleaned as per their Tenancy Agreement.

I need to view the property but it is currently tenanted, when can I see it?

As landlords, both you and Ray White may enter the property, however no more than once every four weeks and we must give the tenant at least 48 hours notice before entering the premises. Ray White Rentals will do an inspection every three months—we do not recommend doing inspections later than this as there may be important issues undetectable by the tenant in that time.

If you have any further queries or concerns please do not hesitate to ask—clear communication is of the utmost importance

What Our Clients Say

“ Dear Beth, Thank you so much for your personalised service, making our stay at Cooper House more beautiful. We are coming back to stay for sure in the near future. Looking forward to staying here again”

The McKinley Family—holiday home guests

“ Thanks for simply just being your amazing self x ”
Ames, past tenant

“ Always obliging for a fantastic property manager! ”
Toni, tenant

“ Thank you very much for your good eyes and action taking care of my house. I’m so happy to have you on my side. Beth is Great. ”
Chinga, owner

“ Beth, Would just like to say a personal thanks for your personable attention when we rented Cooper House recently. Especially on the first day when you advised us of the weather change and we arrived to a very warm house. ”
Wendy, holiday home guest

“ Ye hah....she’s back!!!!
You bet we’d love to have you looking after our house again Beth ”
Bruce, owner

“ Fantastic holiday, fantastic snow. It was one of the best family holidays we have had...thanks Beth ”
Tracey, holiday home guest

“ Thank you for everything it was great to get a good Property Manager that would listen and get things done. ”
Jarod, tenant

“ Thank you for all the hard work you’ve been doing, it is very much appreciated. ”
Peter & Judith, owners

“ Thank you for your professional service. You have been a delight to deal with ”
Alex, tenant



Packages

Hide and Seek

You are completely confident in your own ability to manage your tenants and quite like a little bit of stress? But just want a little hand finding the right tenants, then this could be the package for you.

We will advertise your property using all of the marketing available to Ray White. We will arrange the inspection times and screen any potential tenants to help you make your decision. We can even organise all of the paper work for the tenancy. Once the tenancy starts we will hand everything over to you.

Costs

Commission, payable by you:	One week rent
Commission, payable by tenant:	One week rent + GST
Standard Advertising and Marketing:	Free of Charge

Full Monty

You want to rent out your property but do not want any of the stress that comes with it, then this is the one you need to pick. With our knowledge of the laws relating to tenancies within New Zealand combined with great local knowledge, experience and the technology and marketing tools we can access being part of the largest real estate company in Australia you know that your property is in the best hands. The Full Monty offers everything that has been covered in this booklet.

Costs

Commission:	10% of all rent collected
Inspection fees:	
Property Condition Reports:	\$ 80.00
Routine Inspections:	\$ 50.00
Final Inspection Reports:	\$ 50.00
Maintenance order:	Free of Charge
Monthly Accounts Statements:	Free of Charge
End of year financial Statement:	Free of Charge
Standard Advertising and Marketing:	Free of Charge
Chattels List:	\$ 50.00

Property Management fees and other property related expenses are tax deductible

Beth Chisholm

Beth is a country girl at heart—a born and bred Southern girl from a farm not too far from the Catlins area. In fact she still has connections in the deep south, owning a section on the coast close to the white-baiting and fishing.

She comes from a strong administration background in real estate and has had extensive experience in Property Management where she managed a large portfolio of short term rental properties for a number of years. She was also involved in the long term rental market and passed her REINZ Accredited Property Management papers at the time.

Beth thrives on a challenge and welcomes the opportunity to raise Ray White's rental portfolio to the next level and to meet the expectations of absentee owners and tenants alike in a professional manner. With her experience in the real estate industry she certainly has a great knowledge of the local area and appreciates being a member of the dynamic Ray White team.

“I understand the challenges you face and the opportunities for us to work together to increase your wealth now and in the future.”



2011 National Award
Property Manager

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Ray White Queenstown

Operating from a high foot traffic area, the Ray White Queenstown office is located only a stone's throw from the waterfront and is the flagship office for the Lower South Island.

Ray White Queenstown
1 Church Lane,
Queenstown, NZ

In addition to being part of the wider Ray White group of almost 1000 offices throughout Australasia, the Queenstown office works very closely with the Arrowtown, Frankton, Wanaka, Dunedin, Invercargill, Gore and Mosgiel offices to maximise the effective referral network amongst offices and match buyers with their ideal properties.

The Queenstown team is rich in local knowledge and consistently achieves outstanding results for their clients. We offer a complete range of services including sales, auctions, property management, commercial, rural, business and project marketing.



“We see our role in property management as partnering with you in making your investment decisions and maximising your wealth from investing in real estate.”