

The Property Management Services we provide are:

Listing your home for rent

We will visit to assess your home, discuss any questions or requirements you may have and then take photos to load onto internet advertising via our website and Trade Me. During this time we can also help you with any problems or repairs that may need to be addressed prior to tenanting your home. We will always give you an honest value of what we believe your home is worth to rent in the current property market and to ensure it can be tenanted as quickly as possible with the right tenants.

WE WILL NOT OVERSTATE YOUR HOMES VALUE TO GET YOUR LISTING.

Tenanting your home

Once the right tenant has been selected for your home we sign them into a tenancy agreement including our 2 page list of ‘special conditions’ uniquely built by us from our years of experience.

A maximum of four weeks bond is taken and lodged with the Department of Building and Housing as legally required. The first weeks rent in advance is taken upon signing of the agreement and paid thereafter weekly in advance into our ‘non-interest’ Trust Account.

We take a large catalogue of photos prior to the tenants entry and a pre-inspection report is also completed.

At the end of each Tenancy

If the tenant gives the relevant 21 day notice to vacate, we give them a list of requirements leading up to their last day which includes instructions for cleaning, rent due, final power/gas readings etc.

A final inspection is completed at the end of their tenancy using the photos and pre-inspection report. We load the photos onto an iPad and this gives us the most accurate view to help ascertain the condition of the home and make sure the tenant is leaving it in a similar condition.

Once we are satisfied that all rents due have been paid and the condition of the home is similar to pre-tenancy we will then release all or part of the tenants bond that is owing to them.

Finding the right tenant for you

Large numbers of prospective tenants enquire in person at our easily accessible main street office, through our website and via trademe every day. Due to our good reputation with tenants we also have many returning and wanting to deal directly with us again when they want a new home.

WE SCREEN TENANTS THOROUGHLY PRIOR TO OFFERING THEM YOUR HOME.

Maintenance

Required maintenance can be carried out by yourself, the tradesman of your choice or we will organize on your behalf. We will endeavor to contact you prior to carrying out any repair however if we cannot reach you or if you have instructed us to do necessary works ongoing we will continue on with any 1 repair up to the value of \$200+GST. For all non-urgent maintenance required over this we will obtain a quote/estimate.

If a repair is vital to prevent further damage to your home or to make sure the health and safety of tenants or surrounding neighbours is not affected then we may have to go above this amount to complete the repair.

During the tenancy

Rent is monitored weekly, maintenance is organized as required and inspections are carried out approximately 1 month after they move in and then 3 monthly thereafter. You will receive a report after each inspection with a personal phone call, email or letter.

If there is a problem with a tenant

Sometimes tenants are late or miss a rent payment, if this happens they are phoned to give them the opportunity to explain. If a swift resolution is not reached the relevant 14 day breach notice is issued.

If they do not meet the conditions of the breach notice an application will be made to the Tenancy Tribunal which may lead to mediation where most problems are resolved, however if it is not resolved there, the matter will be forwarded to a court hearing which can lead to their eviction if still no satisfactory resolution. In all matters we will act on your behalf to achieve the best possible result.

For all other breach of tenancy conditions such as damage to the home etc the same process is followed.

Contact us for further information

Our Rates:

Our normal rate is 8% + gst on rent collected. This is an ‘ALL INCLUSIVE’ fee - NO extra charges are added. NO maintenance disbursement fees, NO administration fees, NO inspection fees, NO advertising fees.

If you have more than one property or it is over \$400pw this rate will be REDUCED and if you are currently being managed by another company we will match or better your current management conditions..

It is an important decision, choosing the right Property Manager to look after your home. You must feel that you can trust them fully to take care of your most valuable asset. We are very proud of the reputation we have built up over the years servicing many happy owners. We pride ourselves on being very trustworthy, honest, reliable and we like to build a personal rapport with each property owner. We invite you to be involved as little or as often as you would like in the ongoing management of your home.

Thank you for considering ‘The Rental Managers’ for the management of your home. We look forward to the prospect of working with you in the future.

