

*PGG Wrightson Real Estate*

# PROPERTY MANAGEMENT







## INTRODUCTION

### WHO WE ARE - A TRUSTED BRAND, A NATIONAL TEAM OF LOCAL EXPERTS

PGG Wrightson were formed in 2005 through the merger of Pyne Gould Guinness and Wrightson. Both founding companies dating back to 1851 and 1861.

Our more than 1,800 people live locally and work alongside our clients making a positive contribution to our local communities. Along with our people our culture is another important driver of our business success. Many of our interactions with clients are based upon enduring relationships over multiple business units, with many relationships dating back generations.

Our Real Estate division is a Nationwide non-franchised real estate company assisting clients throughout the country and across the globe to buy and sell New Zealand property. Many of our areas have dedicated experienced property management teams who understand investment property and help ensure profitable investments for landlords. We are a national network of experienced local real estate and property management teams who have been connecting people with property across the country for generations.



## OUR PROMISE TO YOU

### QUALITY SERVICE

We understand when you are choosing a Property Manager you require someone with experience, and the ability to deliver and ensure consistency and high-quality service at all levels.

### COMMUNICATION

A high level of communication at all times from PGGWRE to ensure that you are fully informed on all matters in relation to your property portfolio - tell us how often you want to hear from us and how you prefer to be contacted.

### WORKING WITH US

We look forward to managing your valuable property assets. Here are some other things you may like to know about.

### CONFIDENTIALITY

We are committed to working in a professional manner upholding client confidentiality and not disclosing your information to a third party without authority or legal obligation to do so.

### OUR SERVICES

- For fixed term tenancies, we review the tenancy agreement 80 days before it expires.
- You will be contacted prior to renewing an agreement.
- Notice of vacating will be confirmed in writing with both you and your tenants.
- Repairs are undertaken by certified tradespeople or a person of your choice.



## OUR PROCESSES

### TENANT SELECTION PROCESS

- All applicants are screened.
- Potential tenants are interviewed and given the opportunity to view your property at mutually agreed times.
- Credit checks and reference checks are carried out before any contracts are signed.
- Feedback is provided to you, the property owner to assist with tenant selection
- On the contract being signed, rent and bond is collected and lodged.
- We ask for one weeks rent in advance, as the expectation is the rent will be kept one week in advance at all times and bond up to four weeks.
- Tenants are then able to move in and are monitored regularly to ensure obligations continue to be met.
- We do an inspection four weeks after the tenancy commences and then three monthly after that.

### INSPECTIONS

Entry Inspections:

- Photos of the property.
- Detailed report of any defects.
- Detailed documentation.

Routine Inspections:

- Three to four inspection reports per annum.
- Detailed inspection report with photos sent to landlord.
- Advising landlord of maintenance issues.
- Recommendations to landlord if anything needs attention prior to new tenancy to enhance rental return where necessary and future maintenance suggestions.

### BONDS

Amounts received for tenancy bond are passed onto Tenancy Services within 23 working days from receipt

### RENT ARREARS

A systemised company process for rent arrears. Zero Rent Arrears Policy - signed by ingoing tenants. Rent arrears are checked daily;

- One to three days - contact tenant via SMS requesting payment.
- Three working days in arrears - issue a 14 day breach notice.
- Communicate with landlord to discuss options within the 14 day period.
- Apply to Tenancy Tribunal/mediation if required and instructed by landlord.

### TENANCY TRIBUNAL

Normally the relationship between our landlords and their tenants is a happy one and it is our aim to keep it that way. However, our property managers are equipped with a thorough knowledge of the Residential Tenancies Act 1986, and the workings of the Tenancy Tribunal should an application be needed.

We pride ourselves on having good relationships with our clients and have a track record of successful mediation should you require representation.

### MINIMISING VACANCIES

- Regular market rent appraisal to landlord to ensure minimum loss of rent return.
- The Property Manager will provide feedback as to the current rental market and make suggestions for increases.
- Recommendations to landlord to enhance the property to ensure it achieves maximum rental return
- Marketing of the property, 85% of enquiry comes from websites. PGGWRE will advertise the property on the following websites:

*[www.trademe.co.nz](http://www.trademe.co.nz)  
[www.realestate.co.nz](http://www.realestate.co.nz)  
[www.pggwre.co.nz](http://www.pggwre.co.nz)  
[www.oneroof.co.nz](http://www.oneroof.co.nz)  
 Facebook.com  
 Instagram.com*

- Current tenant database - new properties emailed as soon as they are listed
- Detailed rental lists available from our office and on-line.



## OUR PRIORITY IS YOUR PROPERTY

### MARKETING YOUR PROPERTY FOR RENT

When your property is listed on the websites, each listing has at least four accompanying photographs, accurate descriptions and you can also receive reports on the number of times your property is viewed.

Information will be provided to you on current market conditions to maximise your rent return. Quality tenants are the key to a successful leasing relationship and we pride ourselves on making sure we match suitable tenants with every property.

### CHECKS

Our comprehensive application process includes credit checks, rental references and character reference checks.

### PET AGREEMENT

If the applicant has pets, they are required to complete a Pet Agreement which includes conditions that must be adhered to while in your property, as well as what is required when they vacate at the end of their tenancy.

### RENT MANAGEMENT

PGGWRE Property Management service can provide you with information to help you decide on rent levels in the current market conditions.

Once the rent level has been set and tenants are in place, we process and check rents on a daily process. We have a zero tolerance comprehensive policy for rent arrears. We receive electronic bank statements daily, enabling us to act on arrears promptly.

Owner payments are made monthly with payment of rent from the previous month being paid on the first business day of the following month. Please allow two-three business working days for payments to clear into your account. A detailed owner's statement will automatically be emailed to you when payment is made.

Rents are reviewed regularly to ensure the rent reflects current market conditions.

We can pay expenses such as rates, insurance, grounds maintenance or other property related expenses on your behalf.

### MAINTENANCE

Our experienced tradespeople are able to take care of any issues that arise. We ensure all contractors have professional indemnity insurance.

While we use a team of preferred contractors, we are happy to use your preferred tradespeople.

We can also manage, at your request any garden maintenance outside the tenants responsibilities (such as pruning trees, spraying or removing aggressive vegetation. You may also wish to organise this independently of our services.

If you are purchasing a property which is already tenanted, we ensure you receive copies of the current tenancy agreement, a written statement of rent collected, ideally an ongoing inspection, outstanding maintenance and bond information and keys.

### KEYS & LOCKS

A landlord is required to provide a secure dwelling so locks need to be in good working order.

We require two sets of keys to be provided, one to be given out to tenants and one to be retained in our office. We can assist with getting keys cut if required.

### HEALTHY HOMES

Between 1 July 2021 and July 1 2025, all private rentals must comply with the healthy homes standards within certain time-frames from the start of any new, or renewed, tenancy.

For all new tenancies you have 120 days to comply. Landlords could be liable for exemplary damages of up to \$7,200. Thank you to those that are compliant.

Properties still requiring work, let us know if you require our assistance or if you have any invoices to support any work completed, please send them through.

If you haven't had an assessment to date, we can arrange an independent company to provide one.





### **APPRAISALS**

Appraisals indicate what your property may be worth in the residential rental market. As well as setting rent, in conjunction with our sales team we can offer a market appraisal to give you an idea of what your property would sell for in the current market.

### **WEAR & TEAR**

Inspections are carried out to ensure your property is maintained to the same standard when being vacated as when the tenant moved in, allowing for reasonable wear and tear.

Our schedule of continued routine inspections means you are kept updated with any issues as soon as they arise, along with advice on options for action required.

## **OUR BREAKDOWN**

### **TENANTING**

We will find reliable and suitable tenants for your property, this includes credit checks and references. You will be notified with a short list for approval.

### **REPAIRS & MAINTENANCE**

You will be notified of any repairs or maintenance needed in the first instance. Any repairs or maintenance will be dealt with quickly and efficiently by our qualified and reliable tradespeople or by any tradespeople you recommend.

### **LEASE EXPIRY**

We will ensure that there is minimal down time between leases when a tenant vacates. Tenants must give at least 21 days written notice to end a periodic tenancy and at least 21 days written notice prior to the end of a fixed term.

### **RENT**

We will collect rent on a weekly basis and check rents on a daily basis. We have a zero tolerance policy when it comes to rent arrears, therefore any tenant that has not paid their rent will be addressed promptly.

### **APPRAISALS / RENT REVIEW**

We will routinely check the market rents to ensure that your investment is achieving the correct rental amount. If we deem this is too low, we will carry out a rent increase. This will be communicated with you prior. Appraisals can be done anytime on request.

### **TENANCY TRIBUNAL / MEDIATION**

We will organise and attend any Tribunal or Mediation hearings for any tenancy that has gone into arrears, caused damage to the premises or failed to comply with the terms and conditions outlined in the tenancy agreement.

### **TECHNOLOGY / SOFTWARE**

We know that keeping ahead means moving with the times when it comes to technology so all our inspections are done on an iPhone or Samsung which is automatically downloaded to a specialised Property Management software system. This is a great option to point out any maintenance issues.

### **STATEMENTS / PAYMENTS**

Monies are paid through to owners accounts weekly or monthly on the first business day following the end of the month. Please allow two to three days for the monies to clear into your account. Along with your payment you will be emailed or posted a monthly statement.



We also manage, at your request, any garden maintenance outside the tenants responsibilities.