

Why Choose Ray White Property Management

Owning a rental property is a huge commitment; managing it is an even bigger one. At Ray White Property Management, we strive to ensure your property is achieving optimal returns with minimal stress.

You will benefit from:

- **Group Strength.** We have the support of New Zealand and Australia's largest real estate group meaning the sharing of the best practice, training and education.
- **Market knowledge.** We know the Auckland market inside out and can achieve maximum rents in the shortest amount of time.
- **Legal Knowledge.** You will receive the best advice and legal know-how regarding the Residential Tenancies Act and other related legislation in order to protect your property.
- **Qualified Tradespeople.** You get full advantage of our skilled and qualified tradespeople 24 hours a day, seven days a week.
- **Trust Account.** Unlike many property management companies, your rental income is collected in to a regularly audited trust account, which means your funds are protected.
- **Fixed Term Tenancies.** Fixed term tenancies are secured wherever possible so you have security in knowing the length of time a tenant will be in your property.
- **Rent Reviews.** Rents are reviewed every 6 months to ensure you are always receiving the best return on your investment.
- **Guaranteed Rent.** Over and above our normal management service, we offer a guaranteed rent option. Ask us today if this service is suitable for you.

Our Service Guarantee

At Ray White Property Management we will always provide you with the highest level of service in taking care of your valuable investment property.

Our team is here to help you. Should at any time you be unsatisfied with our services, we offer three months free property management.

Choosing the Right Tenant

When it comes to tenant selection, it's all about reducing risk and selecting the best tenants possible. In order to achieve this:

- Tenants are personally shown through your property by a property manager
- Tenants must view the property before they can make an application
- All tenants wishing to live in the home must submit a comprehensive application form, which includes:
 - Current/previous landlord name and contact details
 - Current employment/financial information
- Previous landlord references are always checked and tenants are credit checked

Upon approval tenants are:

- Signed up to all legal and other necessary documentation
- Initial rents, bonds and fees are collected
- All expectations are outlined in a face-to-face meeting with the tenant

Tenants are monitored throughout the tenancy, and we operate a 24 hour, 7 days per week emergency phone meaning you can rest easy knowing your property is being looked after.

Rent Collection and Financials

Rent Collection

Rents are collected and processed by Ray White Property Management on your behalf in to our regularly-audited trust account. Rental income is then paid in to your nominated bank account bimonthly along with a monthly statement.

Complimentary year end statements are provided for your accounting purposes and management fees are fully tax deductible.

Rent Arrears

Our policy is simple - we have zero-tolerance to rent arrears. Tenants are expected to pay rent on time, every time, so that your rental investment is working for you.

On the occasions when tenants fail to pay, they are followed up quickly by our knowledgeable team in accordance with our documented arrears process and the Residential Tenancies Act in order to collect your outstanding rents as fast as possible to keep your investment profitable.

Property Inspections

As part of our management service your property is thoroughly inspected prior to your tenant moving in. A written inspection is completed and 80 to 100 photos are taken of your property.

Routine inspections to ensure the tenants are taking care of the property and to ensure there is no outstanding maintenance, take place after one month and every three months thereafter. A comprehensive report is forwarded to you for your records.

Upon the tenant vacating, a final inspection is completed and the tenant's bond is not released until all (if any) repairs and maintenance are carried out and all (if any) rent and I or outstanding monies are paid.

Repairs and Maintenance

Maintaining the condition through preventative maintenance and organising repairs is all part of our service.

Repairs are completed up to your pre-determined expenditure limit, and repairs beyond this limit are discussed with you before taking any action.

We have a comprehensive list of qualified tradespeople on hand to assist with all maintenance needs.

Preventative maintenance schedules are also available which include

- Yearly gutter cleaning
- Six monthly smoke detector maintenance
- Yearly chimney sweeps

A 24-hour emergency phone system is in place, meaning your tenants can reach us anytime for maintenance assistance.

Marketing your Property

When finding new tenants it is important that your property be as visible in the market place as possible. We can provide you with the best coverage suited to your property in order to secure the best tenants in the shortest period of time.

We will advertise in the following areas in order to best promote your property:

-Websites:

- www.trademe.co.nz
- www.realestate.co.nz
- www.raywhite.co.nz

-High profile street signage

-Printed media:

- Local area newspaper listing are used where appropriate.

Staff profiles

Erin Kielo

Rentals Manager

If you spent a significant amount of time and money buying a business, you wouldn't then choose just any person to manage it. The same should apply with investment property. You've invested hundreds of thousands of dollars, why settle for sub-standard management?

Erin Kielo, the rentals manager for Ray White Property Management, wants to raise the bar in terms of quality of management.

"I think the biggest complaint in property management is that property managers don't communicate with owners and I want to change that perception."

Instead she vows to keep owners informed, offer advice where needed and provide "hassle free" comprehensive property management.

"Any way we can help," she says.

Erin made the move from adventure tourism marketing to property in 2007. She started in administration in a Queenstown agency but her marketing experience proved invaluable and within months she was promoted to property manager, and by six months she was managing the entire portfolio and recruiting new business.

In 2009 she moved to Auckland and joined the Ray White family, working as business development executive for an Auckland Central and West franchise. She found the move refreshing.

"One of the great things about Auckland is that you get to meet most of the property owners - in Queenstown most owners were out of town or overseas."

It wasn't long before her skills were recognized by Ray White Property Management and she was recruited in 2011 as rentals manager.

Why should you choose Erin to manage your investment property?

"You're getting someone who sincerely cares about the results you're getting with your investments," she says.

"Also you're getting someone who is going to be honest and reliable - a genuine person who enjoys the whole industry and wants the standard of the industry to become better."

And why is Erin so dedicated to this cause?

"I just love property," she says.

"I love everything about it - going and seeing different properties and meeting new owners."

And it's this passion that will drive Erin to carefully and successfully manage your rental property today.

