

the WHO? the WHAT? the WHY?

An owner's guide to Property Management benefits and services with Rentals 4 You



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Introduction

Property Management

Welcome to Rentals 4 You Property Management

We would first like to thank you for taking the time to become familiar with the services that Rentals 4 You provide – we consider them to be significantly different to our competitors.

At Rentals 4 You we pride ourselves in providing an exceptional property management service to our valued clients. We understand in today's busy world that you are looking for an investment that delivers results, as well as being hassle-free. Importantly, we offer two distinct services; one which lets you take ownership of how you manage your property or one where we do it all for you.

We understand that the most important aspects of property investment are low vacancy rates, and managed maintenance costs. To achieve low vacancy rates we maintain a high level of communication with our tenants.

As well as skills in property investment, our team at Rentals 4 You has many years of experience within a number of industries. This experience enables them to identify problems early and deal with them quickly and efficiently.

This booklet aims to provide you with information on the benefits and services our property management team provide. It also aims to answer any questions and queries you have about our property management services.

We're confident that you will find many reasons to choose Rentals 4 You to manage your investment.

the Who?

Who we are

Rentals 4 You is an Auckland based Property Management company. We're building to become one of New Zealand's leading managing agents; who specialise in the residential property market. Like you, we are also property investors and therefore understand the need to have your property taken care of to the highest standard.

We are committed to providing a high level of communication for both you and your tenant. We manage all aspects of your rental property, to ensure your investment is hassle-free.

This includes but is not limited to:

- Managing rent payments
- Solving maintenance issues
- Finding tenants to suit your property
- Regular Inspections
- Monthly accounts
- Online services to suit your needs as a landlord

We have invested heavily in the most up to date software, providing you with the extra benefit of being able to take control if you wish but either way you can 'log in' and check your statements, inspection reports and rents received any time, day and night.

We charge a fee of 7% + GST for unfurnished properties and 8% + GST for furnished Properties, which is one of the most competitive prices in the market today. Please refer to our fees page under the section heading 'fees & guarantees' within this booklet for more information.

Our Teams personal experience and frustration painstakingly managing inspections, rent reviews and day to day paperwork due to the lack of on-line services and response by other management companies, was the reason for our team starting Rentals 4 You. We have developed a system that's both easy to use and will help make your life as a landlord a little easier. Rest assured that we fully understand your needs for a consistent and timely approach to rent and maintenance issues, and have a key team of professionals in place to be able to offer you the services you require.

the What?

What we do - Our services

Property is one of the most substantial investments you can make; therefore it is imperative that you choose experienced and professional property managers that will assist you in protecting that investment.

We know having sat on both sides of the fence, that many property investors sell their investments far too early, due to inconveniences caused by trying to juggle too many things themselves. We've developed our services to suit your needs as a property investor, and created two services that give you the flexibility to control the amount of work that you do to maximise your investment.

The services that Rentals 4 You currently offers are:

- DIY Owner Control
- Full Service Property Management

The following pages give you an understanding of our unique services. Please take your time to read each one to see which service can provide you with the greatest benefits. Please feel free to speak to or contact one of our team regarding anyone of our services, who will be happy to assist you.

DIY Owner control

This service is perfect if you want to stay in control but don't have time to waste loading your property onto multiple websites, downloading documents from various agencies; and then trying to figure out what you need to do to ensure you tick all the boxes from a legal perspective. You will also receive 24 hour access to your own personalised online database 'My Properties' that allows you to pick and choose the services that suit your needs.

Owning a rental property can be a legal minefield if not done correctly. Choose to use Rentals 4 You for a little or a lot, it's your choice.

- Save me time by using the one click post to Rentals4you.co.nz and TradeMe websites (at no cost, saving you \$99) - but we let you take care of the letting process - You're able find a tenant and carry out the necessary screening
- Send me my personalised 'For Rent' sign
- Gain instant on-line access to my property and financial details, with a secure log-in, 24 hours a day
- Manage my rental payments
- Use our helpful and easy to use online toolkit; with 24 hour access to tenancy applications, prefilled personalised tenancy agreements, bond and bank forms, credit checks and much more. (Using our online toolkit will ensure you tick all of the boxes, and meet all legal requirements necessary to get started with your rental property)
- Receive monthly newsletters to keep up with the latest stats and trends in an ever changing rental market
- Access to Rentals 4 You preferred supplier database so you know you are using Trade Companies you can trust
- Do the property inspections yourself, but have the option to arrange Rentals 4 You to carry out inspections on your behalf. Use the online toolkit to ensure you do it correctly.
- Set up reminders about, Inspections, Rent Reviews and any other important activities that will help me

At any time that you feel that one of our services isn't working for you; please feel free to speak to one of our qualified and professional Property Managers who can guide you through which of our services

Full service property management

This full management service is delivered more efficiently and at a lower cost than traditional and out-dated property management companies. We offer you full peace of mind by taking care of every detail, so you don't have to, (including professional property inspections and rent collections.)

You will also receive 24 hour access to your own personalised online database 'My Properties' that allows you to see every aspect of your properties details, (including download reports on rental cash flows, and every transaction that relates to your property).

- Tenant Management with assurance that we will look after your property as if it were our own
- We advertise for a suitable tenant through signage, our daily rental list, newspapers, the internet, as well as our sales consultants and other agents
- Gain instant on-line access to your property and financial details; with a secure log-in anytime, 24 hours a day
- Receive an initial property inspection; and then quarterly inspections with photographs and reports uploaded to your 'My Properties' database. (Alternatively, images can be emailed to you directly)
- Direct Communication access to us 24/7 via Text, Phone, Email or your own 'My Rentals4You' Portfolio
- You receive monthly newsletters to keep up with the latest stats and trends in an ever changing rental market
- Regular rental reviews to ensure you are reaching maximum return on your investment. (Our team, constantly review and monitor market rents)
- Rentals 4 You will take care of any necessary repairs and maintenance relating to your property, but we will always give you the first option to take care of it yourself
- Preparation and signing of Tenancy Agreements including lodging of bond forms and funds to Department of Building and Housing where the funds are held in trust
- We personally accompany prospective tenants through the property
- Rentals 4 You will gather personal information on the tenant; including Credit and Reference checks
- Negotiation with Tenancy Services and/or court appearances if required

The Full Service Property Management Rentals 4 You guide listed above contains some of the many service options that we offer as we continue to expand.

the Why?

Why choose Rentals 4 You

Hopefully by now you have had the chance to understand WHO we are and WHAT we do. Now we want to show you WHY we believe that we can offer you the best property management services and benefits for your investment.

Like us, we're sure you're tired of dealing with inadequate property management companies. Doing all the work yourself, and never feeling like it's going to get any easier.

Rentals 4 You is a revolutionary new service for residential property investors like you. We strive to maximise your property investment, by managing your tenants and your property easier than it's ever been before – access our online services 24/7 or let us do it all for you.

Rentals 4 You was developed out of a need for a better standard of Property Management. Service options that suit the owner, instead of the other way around.

The two core options that Rentals 4 You have developed have been designed to suit your needs and allow you to delegate control in all aspects of your rental property. Property Management isn't just about collecting the rent. It's about ensuring your property is always rented, with the best possible tenants, getting the best possible rent – simply we want to arm you with the tools to get the best out of your investment. Do it yourself or let us to it for you – it's your choice!

Take your time to make sure that the investment is right for you - our management team can be contacted on ph 09 926 5333

Fees and Guarantees

Our fees are professional and competitive

Rentals 4 You has provided you with a fee breakdown. It includes the outline structure along with detailed information about what's included and why.

Unfurnished Properties

Our fees are 7% + GST of the weekly rent for unfurnished properties. (7% + GST is also charged on repairs, maintenance and other disbursements on unfurnished properties)

Furnished Properties

Our fees are 8% + GST of the weekly rent for furnished properties. (8% + GST is also charged on repairs, maintenance and other disbursements on furnished properties)

Inspection fees on Managed Properties

Inspections are recommended to be carried out at least four times per year for insurance purposes, unless specified differently by you. A cost of \$35.00 + GST on interim inspections will be charged on unfurnished properties.

An entry & exit inspection which will consist of a fully detailed report including photographs is provided to the landlord and tenant at a cost of \$65.00 + GST. (Please consult with us for fees on furnished property inspections).

Tenancy Tribunal

On the rare occasion that we have to make an application to the Tenancy Services and Tenancy Tribunal we charge a fee of \$20.44 (incl GST) for each consultation. If the issue cannot be resolved through telephone mediation a fee per hour + GST will be charged when attending a court hearing. (Most issues are settled out of court due to our vigilant and monitoring of accounts and tenants).

We are confident about our selection process to select good quality tenants, undertaking a professional screening and interviewing process as well as thorough reference and employment checks. This helps to assist owners in selecting tenants they would like in their property.

Guarantees

We are on call 24/7 to ensure that all issues, questions and disputes are dealt with in an efficient manner. We can also be contacted via telephone, email and mail.

We will not arrange any repairs to your property without your knowledge and approval. If an emergency repair is required and you are unable to be contacted we will not go above your pre-approved disbursement.

Testimonials

What our clients have to say about us

"Michelle was extremely pleasant to work with; prompt, communicative and efficient; always on time, and she always kept us fully informed of her progress and activities.

She quickly found a new home for us that perfectly suited our needs, and quickly rented out our existing home. She worked around our busy schedules and was always a consummate professional. The moving process became much less stressful as a result of working with Michelle and we would strongly and unreservedly recommend her services to anyone in the same situation."

Lucas Young - Tenant

"Michelle Joubert helped me immensely with my property. She is one of the best agents, always there to help people. I called her 2 weeks ago, wanting my property be rented. Everything worked immediately and I am very pleased with how things turned out. At all times I have found she is dependable, reliable, hard-working, and honest."

Shasha - Owner

"I have known Michelle Joubert for several years, both working with her as a real estate sales person and more recently having the pleasure of working alongside her in the rental department. During that time she worked extremely conscientiously to exceed her monthly targets, and worked well with the sales team to meet the needs of their clients with rental appraisals. Michelle has a wonderful way with clients and her friendly personality allows her to quickly build rapport with those she meets. The owners of properties introduced to Michelle are thrilled to have her manage their properties knowing that they are in good hands."

Carol Barneveld - Real Estate Agent

Free Information

Some free advice for you

- Visit our site www.rentals4you.co.nz to access our toolkit of resources
- Information on the Residential Tenancies Act Amendment Bill 2009 can be found on www.parliament.nz
- Department of Building and Housing Tenants and Landlord Information can be found on www.dbh.govt.nz/tenancy-index
- Tenancy Services Landlord and Tenant Rights and Obligations can be found on www.dbh.govt.nz/Index

Frequently Asked Questions

Q. When does the rental money get paid into my account?

A. This usually occurs on the first of the month and 15th monthly (or next available day if it falls on a weekend)

Q. Does Rentals 4 You.co.nz provide letting services only?

A. No. We provide a range of services to suit your needs. A Do it yourself option 'Owner Control' a Help me along the way option 'Tenant Management Pick & Mix' and we also provide 'Full Service Property Management'. Please refer to the beginning of section 3 of this guide to read through the options or contact us on 09 926 5333 or via email at info@rentals4you.co.nz

Q. How does Rentals 4 You ensure my property is not let to undesirable people?

A. We conduct background checks on all applicants using their references, previous rental managers and employers details, but you, as the owner, have the final say in selecting a suitable tenant.

Q. Who pays for advertising?

A. Depending on the service option you choose, Rentals 4 You pays for TradeMe, advert as well as a "For Rent" signage board outside your property. Further advertising such as local papers may require a contribution from landlords.

Q. What happens when a tenant doesn't pay the rent?

A. Within two working days we make direct contact with the tenant by either phone or in person to discuss why this has occurred and when it will be resolved. The landlord will be informed within 24 hours of contacting the tenant. After 3 days with no payment a "10 working day notice" is issued. This requires the tenant to catch up with the arrears and any current rent payments during this period. If rent is still in arrears an application to the Tenancy Tribunal is made for mediation.

Q. How much does the tenant pay to move in?

A. The standard payment required is three (3) weeks bond and one (1) weeks rent in advance and one (1) weeks rent + GST as a Letting Fee. This is subject to owners discretion.

Q. How often can I increase the rent?

A. Once every 180 days (6 months), you must also give the tenant notice of this increase at least 60 days prior to this occurring.

Q. What if repairs are required to my property?

A. We will contact you and inform you what is required and how you would like to resolve the issue. If it is an emergency and we are unable to contact you a letter of prior consent with an agreed value of work will be obtained.

Q. How much notice does the tenant have to give before moving out?

A. The tenant must provide twenty one (21) days notice prior to moving out in writing. If the tenant is under a fixed contract they cannot move out prior to the completion of the contract.

Q. How does the tenant get their bond back?

A. Once they move out and the rent is paid in full, we conduct a final inspection. If the house is clean, tidy and damage free then a bond refund form is signed by us and sent to tenancy services who release the bond to the tenant via a nominated bank account.

Q. What if I want to sell my property?

A. You need to advise us of this so we can inform the tenant. If the house is sold and the new owners wish to move in or cancel the tenancy contract then forty two (42) days notice must be given to the tenants in writing.

Q. What if, I or a family member, want to move back in or I want the current tenants to move out?

A. Forty Two (42) days notice must be given to the tenant prior to moving in. If the tenant moves out prior to the completion of the notice period they must give twenty one (21) days notice to the landlord.

Q. What if I want the current tenants out?

A. Ninety (90) days must be given if you want the tenant out and this can only be done if the tenant is in a periodic tenancy.

Helpful Contacts

Handy contacts for moving house

Questions about rubbish days, replace recycle or rubbish bins, inorganic pick-ups

- Auckland Council www.aucklandcouncil.govt.nz

Need your electricity connected

- Mercury Energy* 0800 101 810 www.mercury.co.nz
- Empower 0800 340 000 www.empower.co.nz
- Contact Energy 0800 809 000 www.contactenergy.co.nz
- Genesis Energy 0800 436 374 www.genesisenergy.co.nz
- Energy Online 0800 086 400 www.energyonline.co.nz

*Mercury Energy has Bi-Lingual speakers available

Help with Telecommunications

- Telecom 123 www.telecom.co.nz
- TelstraClear 0508 888 800 www.telstraclear.co.nz
- Orcon 0800 564487 www.orcon.net.nz

Questions about Contents Insurance

- AMI 0800 100 200 www.ami.co.nz
- State Insurance 0800 80 24 24 www.state.co.nz
- Tower 0800 808 808 www.tower.co.nz
- Vero 0800 800 786 www.vero.co.nz
- NZI 0800 800 800 www.nzi.co.nz

Contact Us

We're always here to help

To enquire about our services or to find out more information, please feel free to contact us, and a member of our team will be happy to help.

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Postal Address

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