



# RAY WHITE WAIUKU

## PROPERTY MANAGEMENT

**Ted Ingram Property Services Ltd  
Licensed (REAA 2008)**

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Ted Ingram Property Services Ltd - Licensed (REAA 2008)



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## OUR PROMISE TO YOU...

***To provide an unprecedented level of service at all times.***

***Our aim is to protect and maximise your rental return.***



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## Welcome to the 'Ted Ingram Property Services Ltd' Property Management Division

We are a well established and highly successful team of trained Property Management professionals with many years of industry experience, skills and knowledge. We are confident you will find our services of the highest quality. Our expertise and knowledge allow us to provide for the individual needs of our landlords.

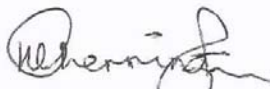
We offer a full comprehensive Property Management service where you are welcome to be as involved or as uninvolved as you wish. We believe it is important to develop a close relationship with both our landlord and tenant clients to allow us to work in your best interest at all times.

Successful Property Management is our focus.

### TESTIMONIALS

We would like to take this chance to thank you for your EXCELLENT service which by the way we have found to be the best we have come across. The time we have used your services we have felt more than just a tenant. So without a doubt you will be our first option in future. So hopefully later down the track somewhere you wish to do business with us again.

Kind Regards

  
Whiona Cherrington

I just want to express my extreme gratitude for your outstanding service.

I have a number our rental properties throughout Auckland, managed locally by professionals like yourself.

All of my property managers give me good service, but you give me totally awesome service. I am always impressed at the speed you get things done, including arranging repairs and replacing tenants as needed.

You are also very good at communication ... I always know what is going on with my property. I am particularly grateful for all your help chasing the arrears of my last tenant (especially as this tenant was already in place when you took over the management of my property ... ie. you didn't choose the tenant, but you still helped tidy up the mess).

Please feel free to forward this email to who ever.  
You deserve lots of credit for a good job well done

Kind Regards  
**Guy Gardiner**



## Introducing The Team



### RENTAL ADMINISTRATION MANAGER

**Lesley Carter** 09 295 2413 [papakura.rentals.nz@raywhite.com](mailto:papakura.rentals.nz@raywhite.com)

Lesley is committed to providing quality service. Lesley has worked in Property Management offices since 2003 and uses her wealth of experience and high standards to ensure the rental office runs smoothly and efficiently, she enjoys the challenges of a busy rental office. Lesley's main focus is customer service to both Landlord and tenants ensuring your investment receives our commitment and dedication it deserves



### PROPERTY MANAGER

**Sally Hall** 09 295 2033 [sally.hall@raywhite.com](mailto:sally.hall@raywhite.com)

Sally has been involved in Property Management since 2001. In that time Sally has gained extensive knowledge and experience along with the Real Estate Institute Property Managers Accreditation. With a background in the legal profession you can be sure Sally is always conscious of protecting your investments. She conducts all tasks with enthusiasm and professionalism and her commitment to her work ensures your investments are always managed to the highest of Ray White standards.



### PROPERTY MANAGER

**Pauline Ohlin** 09 295 2012 [pauline.ohlin@raywhite.com](mailto:pauline.ohlin@raywhite.com)

Pauline Ohlin has been in Property Management for over nine years and has an extensive knowledge of The Residential Tenancy Act 1986 and its implications, in terms of both landlord and tenant. Providing a professional service is Pauline's highest priority and this gives her clients a peace of mind that their property is being looked after. Pauline's clients are assured that she is here for the long term; you can be assured your valuable asset is in trustworthy hands.



### PROPERTY MANAGER

**Justine Prince** 09 295 2013 [justine.prince@raywhite.com](mailto:justine.prince@raywhite.com)

Justine is committed to providing quality service to our landlords and believes the only way to maintain a good record and reputation is through communication, dedication and hard work. Justine joined the Real Estate industry in 2006 as a rental assistant/letting agent and has developed a good working knowledge of property management and tenant selection. Coming from a varied working background she relates well to people and strives to provide outstanding customer service and enthusiasm in her role.



## What Ted Ingram Property Services Ltd Offers You.....

- Free market appraisals to establish the correct market rent for your property
- Advertise your property utilising a wide variety of media including local newspapers, window cards, our rental listing sheet, the internet (4 sites), signage where applicable
- Personally conduct prospective tenant viewings
- Thorough tenant screening and selection including reference checks and TINZ (Tenancy Information New Zealand) Tenant Database checks and credit checks
- Organise all documentation relating to the tenancy
- Preparation of condition report and inventory list if applicable
- Organise bond lodgements
- Carry out final inspections and correctly administer the rental bond monies
- Rent and water rates collection
- Monitor rent arrears on a daily basis and promptly issue the appropriate notices
- Debt recovery
- Preparation & organisation of evictions where necessary
- Payment of bills for your property – rates, water rates
- Take care of all dealings with The Tenancy Tribunal and represent the Landlord
- Record keeping
- Account management and financial statements
- Administer all funds through an audited trust account
- Monitor care of the property through regular quarterly property inspections with a detailed report sent to you plus drive past inspections
- Co-ordinate any repairs and maintenance in accordance with your instructions, using an established group of preferred and trusted contractors
- Evaluate the rental income at least once a year in line with the current market rentals
- Landlord Protection Insurance, upon request
- Expert advice with regard to the application of Residential Tenancies Act
- Operate quality systems with checklists to reduce human error
- Ongoing communication with regular updates regarding your investment

**Remember it's a business.....**

***“To have your business managed by professionals is good business”***

**Ray White**  
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# The Benefits Of Professional Property Management

## Tenant Selection

Thorough tenant screening and selection forms the basis of a successful tenancy.

Consequently we have produced a Rental Application Form that ensures we gather the right information to help make an informed decision on the prospective tenant's suitability. Prior to accepting tenants we check employment, rental and personal references. We also undertake a credit check and tenant information check using the TINZ database. These databases contain information on tenants such as rent and other payment defaults.

Once approved, the tenant is required to pay a deposit to secure the property. We then prepare all documentation relating to the commencement of the tenancy - Residential Tenancies Agreement, Automatic Payment forms, Property Inspection Reports and Bond Lodgement Forms. The tenant is required to pay one weeks rent in advance and four weeks rent for the Bond.

## Rent Collection and Arrears

We arrange for rent to be paid direct to us, usually by automatic payment. Even after passing the most careful selection, some tenants do fall behind in their rent. Every precaution is taken to minimise this happening by monitoring payments daily so we are immediately aware of overdue rent.

Should a tenant fall behind in their rent we have procedures in place to rectify the situation. We will issue the appropriate notices and follow the procedures to ensure that our office reduces any loss of income to the property owner.

## No Rent Arrears Guarantee

For your peace of mind we offer a guarantee of no rent arrears. At the end of the tenancy you will get all rental income owing to you – we can guarantee it. Call us for more information on this wonderful offer.

Special conditions apply.

## Tenancy Services and the Tribunal

We are conversant with the requirements of the Residential Tenancies Act 1986 and will ensure that the tenancy of your property complies in all respects with this and other acts governing residential rental property.

We will take care of all dealings with the Tribunal on your behalf. Court orders, Ten day notices, Attachment orders, Orders for examination and Evictions. We will represent you in a professional manner and ensure you are kept informed at all times.



## Insurance

As a responsible landlord, we suggest you have relevant insurances in place to protect you and your investment.

As part of our service we offer you Landlord Protection Insurance, which protects your rental income, property contents and public liability claims.

For further information on the terms and conditions of the policy and premiums please contact us.

## Inspections

It is important to undertake regular inspections of the property to ensure that all aspects of the Tenancy Agreement are being adhered to and the property is being well looked after. A thorough property inspection will be conducted prior to letting and quarterly throughout the year. After each inspection you will receive a full written report on both the property's condition and how the tenant is caring for it. Where necessary a copy shall also be sent to the tenants. Should any major maintenance be required, you will be notified immediately.

You can also be confident that a detailed final inspection is carried out after the tenant has vacated and before bond monies are released.

We can, at your request, forward photos of your property to you annually.

## Marketing

Vacant properties are promptly marketed utilising a wide variety of media and updated on a daily basis, offering the property maximum exposure in the rental market. This may include:

- Internet Listing including [www.rwpapakura.co.nz](http://www.rwpapakura.co.nz), [www.trademe.co.nz](http://www.trademe.co.nz), [www.realestate.co.nz](http://www.realestate.co.nz)
- Papakura Courier
- Manukau Courier
- Franklin County News
- Waiuku Post
- Available rental list at our front reception with a photo
- Office window display
- "To Rent" signs which are an invaluable tool in securing tenants for a property, where appropriate
- Existing client database contacts



## Property Vacancy

We are constantly working for you and will endeavour to select the right tenant for your property in the shortest possible time. Every effort is made to locate a quality tenant to suit your investment property.

We will keep you updated on a weekly basis on our progress with obtaining a tenant.

We understand that many investors rely on the rent payments to meet mortgage commitments therefore we strive to minimise vacancy periods.

## Maintenance

We can co-ordinate any repairs required. From tap washers to total refurbishment. Maintenance requests are only carried out in accordance with the owner's instructions and approval.

We only engage reputable local tradespeople who meet our office's high standard. We expect them to have public liability insurance cover to protect you and your investment.

All maintenance work is assessed to ensure the cause is fair wear and tear rather than carelessness or neglect.

All maintenance work carried out on your property is guaranteed. If at any time we are not satisfied with the quality of the workmanship we will instruct the tradesperson to rectify the problem immediately.

## Rental Increases

As part of our service to our property investors we realise the importance of rental returns and are constantly monitoring the current market rent on your behalf. A minimum of one rent review is carried out per year and one is automatically carried out when a tenant vacates or their tenancy agreement comes up for renewal.

You can be assured that we are aware of the legal requirements necessary in reducing any problems.

## Communication

Our office hours are Monday to Friday 8.30am – 5.00pm. Outside these hours we have a 24 hour message service for all emergencies.



## Accounts

### Payment

We can pay all accounts that relate to your investment property. These may include body corporate fees, land rates, landlord protection insurance, maintenance and any others that arise. Each month with your monthly statement we will send copies of all accounts paid.

### Statements

Ted Ingram Property Services Ltd use the latest in computer software so we can offer you a greater number of options and speedier service in accounting monies to you.

At the beginning of each month you will promptly receive an itemised statement of your account showing all monies received and paid out on your behalf.

At the end of each financial year we will forward to you a fully computerised statement summarising all income and expenditure relating to the property in accordance with IRD requirements.

All statements are sent out via e-mail, thus ensuring you receive them as soon as they are prepared.



## Management Fees

Property Management Fee	7.5% of rent collected plus GST
Accounts Payable Fee	7.5% of invoice total plus GST
Property Inspection Fee	\$40.00 per inspection plus GST
Tenancy Board Tribunal Hearings Or Mediation Attendance Fee (These are deducted from the rent collected)	\$45.00 per hour plus GST
Tenant Credit Check	\$25.00 + gst per enquiry (\$30.00 + gst for a joint application)
Mail Out of Statements	\$2.50 per copy (free via e-mail)
Advertising cost (all print and internet)	With our compliments

**All charges are fully tax deductible.**





## How to Lease your Property Faster

First impressions are critical when a prospective tenant inspects your property.

There is no doubt that well presented properties achieve top rents and usually attract the best quality tenants. That adds up to a higher investment return, together with fewer and shorter vacancy periods.

### Here are some valuable property presentation tips

1. Tend the gardens, mow the lawns and clean the windows, paths, gutters and outside paintwork. These are all things seen from the street, and you don't want prospective tenants to dismiss the property before getting to the front door.
2. Repair or replace leaking taps, sticking doors, broken light fittings, loose door handles, rotten floor boards, leaky gutters and torn fly screens.
3. If you are thinking about painting, only paint those areas that really need it unless you plan on doing the lot. New paint may only make those areas left unpainted look even shabbier. Use light, neutral colours as strong colours may not be to the tenant's taste. If paint is generally in good condition, touch up the scruffy bits.
4. If your property is in a noisy area (such as a main road) inspection times should occur when the noise is at its lowest.
5. Get rid of odours that you may not notice but prospective tenants will, such as cigarette or pet smells. It may be worth having the carpets and curtains cleaned, neither of which is very expensive.
6. Open the curtains and blinds to let the sun and the view inside. Nobody likes a dark house, and the view will make the rooms feel bigger.
7. Have the property clean, tidy and uncluttered at inspection times.
8. If your property has a pool, ensure the pool and the surrounds are sparkling clean. You want the prospective tenants to think it is an asset, not a burden. If the filter or the pool needs professional repairs, it is better to do it now rather than putting it off. The repairs are usually tax deductible.
9. Ensure that all electrical wiring and power points are safe. This includes any electrical appliances to be included with the property.
10. Take out comprehensive insurance cover on the property (including public liability). You don't want to be sued by a prospective tenant who accidentally injures themselves while inspecting the property.



## **The Right Company To Manage Your Investment Property..... Is Ted Ingram Property Services Ltd**

- We are experienced, mature, highly trained professionals who take pride in our service and care in your investment. We regularly attend courses and seminars relevant to our industry and are dedicated to providing quality customer service. Property Management is our sole focus.
- We are in daily contact with market conditions and the continuously changing Real Estate Legislation.
- We provide expert advice in all aspects of Property Management
- We are a REINZ Licensed agent therefore –
  - We *must* pay all monies into a trust account which *must* be audited by law every two months
  - We belong to the Fidelity Fund Protection scheme
  - We comply with the REINZ Code of Conduct
  - We benefit from REINZ continuing education and training
- We consider your property to be our property and maintain close personal supervision to ensure your investment is cared for and vacancy periods are kept to a minimum.
- Our office receives high exposure being in a prime location next to The Warehouse, Papakura.
- We are aware of the need to maximise your investment and take a proactive approach to maintenance. We attend to all maintenance repairs quickly and will advise of any ongoing maintenance requirements to keep your property in a condition which will assist to retain its optimum market value.
- Our aim is to take the hassle out of property management making the ownership of your investment property both a pleasurable and profitable experience. No more frustrations, problems or constant demands on your time, just peace of mind. Leave the problems to us (we are trained to deal with them) and let us look after your important property investment.

Property Management is a comprehensive service; you need a professionally trained Property Manager...

Who will care for your property as though it is their own.

Who knows the law and is confident in applying the law.

Who will pay attention to the finer details and continually strives to maximise the return on your investment.

**Ray White Papakura Ted Ingram Property Services Ltd**

***“Your professional Property Management team”***

**Please call in or contact us on 295 2413 to discuss your needs**

**We look forward to working with you.**

**Ray White**  
Ted Ingram Property Services Ltd - Licensed (RE/MAX 2008)