

In consideration of the trust you have shown towards our Agency, we guarantee to provide you with the best possible service in the management of your investment Property.

**Communication**

- ✓ Our office hours are: 9am – 5pm Monday to Friday.
- ✓ We will respond to your telephone call or email within 24 hours

**Marketing your Property for Lease**

- ✓ We will erect a 'For Rent' sign on your property on the day the listing is live online (if signs are permitted).
- ✓ We will place a listing for your property on all the real estate websites that we subscribe to and each listing will include at least 6 photographic images of the property, these websites include Trademe & Realeste.co.nz
- ✓ Through our online booking system, your property will be available for viewing at times convenient to prospective tenants Monday to Saturdays.
- ✓ All property viewings will be carried out by one of our representatives (we do not give out keys to prospective tenants).
- ✓ We will update you on the status of your available property a minimum of twice a week and provide you with a weekly activity report until such time as the property is leased.

**Leasing your Property**

- ✓ All information and references provided by tenancy applicants will be verified by us within 1 working day of receipt, subject to all reference checks being returned and/or finalised.
- ✓ All tenancy applicants will be screened on the National Tenancy Database. (TINZ Database)
- ✓ All potentially suitable tenancy applications will be referred to you for a decision, unless otherwise instructed by you.
- ✓ We will rent your property for the rental amount nominated in the Management Agency Agreement between us (or higher if the market justifies it) and the property will not be rented for a lower amount without your prior approval.
- ✓ Within 48 hours of the tenancy being approved we will have the tenant's sign the tenancy agreement and pay the required monies to secure the property. We charge the maximum bond which is 4 weeks rent to protect your investment.

**Rent Collection**

- ✓ We have a zero tolerance rent arrears policy.
- ✓ Daily, we will follow up all rent payments in accordance with legislation.
- ✓ Should your tenant fall into arrears, we will contact you to seek your instructions regarding possible termination of the tenancy, subject to legislation.



**Rent Monies**

- ✓ All monies received by us will be banked into your nominated bank account, within 2 working days of our Rent Statement close off date.
- ✓ We will provide you with a Tax Invoice at mid-month and end of month

**Repairs and Maintenance**

- ✓ We will not arrange any repairs to your property without your knowledge and approval (unless the repair is defined as "urgent" under the Act) or if otherwise instructed by you.
- ✓ We will attend to any "urgent" repair requests within 24 hours of receipt and notify you of the action taken.
- ✓ All reasonable steps will be taken to obtain the best pricing for your repairs and maintenance.
- ✓ We will only use appropriately licensed and insured tradespeople for any repairs or maintenance work to your property.
- ✓ We will provide you with a copy of invoices for all work arranged on your behalf for the property with your rental statements.

**Tenancy Agreement Renewals**

- ✓ We will review the tenancy agreement for your property 80 days prior to its expiry.
- ✓ We will conduct a rent review at each tenancy agreement renewal expiry and provide a comparative market analysis.

**Periodic Inspections**

- ✓ We will carry out periodic inspections in accordance with frequency required as per your management authority and provide you with a detailed report each time including photos within 7 days following the inspection.

**Vacating**

- ✓ On receipt of vacating notice, we will advise you by phone and confirm the details in writing
- ✓ After the tenant vacates the property, we will conduct a final inspection within 3 days of the keys being returned and provide you with a full update on the condition of the property and any deductions pending from the tenants' bond

Should we fail to perform in any of the above areas, we invite you to register your complaint in writing. If the complaint is not acted upon and rectified within 7 days after receipt of your letter, we will promptly refund three months of management fees. \*

Signed by Principal:

\_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

\*The property must be under management for more than 90 days.