



PROPERTY SPECIALISTS™

Wellington Property Management Ltd

Making your property work for you





Make it work for you, and not the other way around.

Turn it into a steady income stream without it becoming your job -

Whatever your property management need, we can help.

Our property management team is committed to supporting you and your tenants with the highest quality of service and care. We understand your home may be one of your greatest assets and we therefore treat you and your property with utmost responsibility.

A popular investment

Owning rental property has become an increasingly popular type of investment in recent years.

Unfortunately many people appear to be investing in property without truly researching the market or understanding the underlying investment principles. Some simple errors are being made by investors, such as:

- Trying to manage the property, and the complex issues this brings, on their own.
- Not having a chattels valuation carried out
- Failing to set aside surplus funds to cover costs such as rates, insurance, unexpected maintenance and repairs, and periods of non occupancy
- Investing with no regard to the state of the economy.

Because of this, many people are exiting their investments within a relatively short period of time and making a loss in the process.

The fact is, property investment can be a rewarding experience if you are fully informed, your investment is correctly structured, you are well supported by experienced professionals and, just as importantly, you are prepared to be patient.

As your property investment expert, we will help you avoid the pitfalls and set you up for investment success.

If you're serious about being successful with rental property, you need to invest in the right level of expertise and knowledge up-front. It will make your property investment a lot more enjoyable, and enhance your potential returns in the long run.

*Property investment can be a
rewarding experience*



The importance of expertise

It is important to first invest in creating a team of trusted and experienced advisors.

For anyone considering property investment, it is important to first invest in creating a team of trusted and experienced advisors who can help you avoid the issues that drive so many new investors out of the market. Who should be on your team?

- An **accountant** who can advise you on the best ways to structure your investment from a tax perspective;
- A **lawyer** to talk you through your options with respect to protecting your personal assets from your investment assets;
- An **independent financial broker** who can explain how to finance your investment and the best way to structure your finance to take advantage of the situation; and,
- A **professional property manager** who can advise you on the attractiveness of a particular investment and the best way to manage it, and who can take away the hassle of finding and managing tenants.



Your property management choice

Our success reflects our understanding that exceptional service is what differentiates property management. Property management has become a serious business. It is no longer merely an administrative role – it is a diversified profession covering legal practices, accounting abilities, debt recovery procedures, marketing and sales skills, people management and financial control.

Our team at Wellington Property Management Ltd are highly experienced professionals, skilled in every aspect of property management. We are totally focused on property management and getting the best result for our clients.

With proven business systems, full audits on your rental income and an exclusive customer guarantee, Wellington Property Management Ltd is a better way to manage your investment property.

Our goal is to be your property management company of choice through efficient, resourceful, accurate and systemised management of your investment. It all begins with an attitude that we treat your property as if it were our own.

Providing professional excellence

We are dedicated to providing excellence in the management of residential investment property. Our primary goal is to maximize the return and increase asset value for investors and property owners, while removing the day to day hassles of managing rental property.

We treat our tenants with respect and courtesy, knowing that we need quality tenants in order to deliver genuine value to investors and property owners.

When you appoint us as your property management professional, you will be given a dedicated property manager whose priority is to be your business partner, keeping you totally involved and informed at all times.

We understand that service, performance and communication are critical to your peace of mind. This all adds up to a better way to manage rental properties, a better way to do business, and a better way to rent a home.

Who are we?

Wellington Property Management Limited is owner operated, with a focus of specializing in city residences, the team at Wellington Property Management has long established contact with national corporations and relocation agencies. Our enthusiastic team are able to advise on all matters of residential lettings, property management and property investment.

Our company offers clients a vast amount of property management experience, and provides us with the size to invest in market leading systems and processes to ensure the best possible outcome for our clients. It also means we are able to negotiate deals that provide genuine value for our clients.



Managing your property

Many property investors think that property management is no more than an administrative role; find a tenant, collect the rent, make repairs as required, and hand over the invoices to the accountant at the end of the financial year.

It's more than that - it now involves a combination of legal practices, accounting abilities, debt recovery procedures, marketing and sales skills, people management and financial control.

The team at Wellington Property Management Ltd are skilled in all aspects of property management, including the following:

1. Marketing and Advertising
2. Careful tenant screening
3. Bonds
4. Tenant rental control
5. Tenant relationships
6. Maintenance
7. Inspections
8. Client service standards
9. Fees and complimentary services



1. Marketing and Advertising

Finding quality tenants is a critical success factor in property investment. We work hard to promote your property to the widest possible audience, using the following methods:

- Website exposure
- Weekly newspaper advertising
- On-site 'TO RENT' property signage
- Daily rental list
- Office displays
- Open homes

For existing clients, full property marketing begins at least 21 days before a tenancy expires.

We operate a 24 hour rental hotline, our staff are available 7 days and always accompany potential tenants on property visits.

2. Careful Tenant Screening

Attracting potential tenants is part of the job, but the most important aspect is making sure they are good tenants who will take care of the property and pay their rent on time. We have a comprehensive process for vetting potential tenants including:

- Thorough application process
- Tenant history confirmation
- Previous owner checklist
- Online TINZ report
- Online tenant default database
- Individual tenant interview



3. Bonds

Tenancy bonds provide a small 'security blanket' for landlords. To this end we always ensure:

- The bond is lodged at the Bond Centre
- A condition report is carried out prior to the tenancy
- Remedial maintenance is actioned as required
- A condition report is carried at the end of the tenancy
- No bond is released unless both parties agree
- Dispute mediation is available

4. Tenant Rental Control

The return on your investment is affected by two factors: 1. capital gains, and 2. rental income. When it comes to rental income we work hard to maximise your return by providing:

- Full market analysis for optimum rent levels
- Comprehensive arrears system to chase unpaid rent
- Daily rent monitoring
- Various rental payment options
- Annual rent reviews and adjustments (if required)
- Detailed tenancy agreement
- Tenancy tribunal application and representation



5. Tenant Relationships

Once we find a quality tenant, it's important to look after them so we can deliver genuine value to you. For tenants we provide the following:

- Information pack
- Tenancy advice
- Tenancy Agreement and rights explained
- Lease agreements
- 24 hour, 7 day service
- Prompt maintenance and repairs
- Ongoing communication
- Customer service guarantee

6. Maintenance

Maintenance and repairs helps to attract and retain quality tenants, and also contributes to any capital gain a property may experience. Our maintenance program includes:

- 24 hour call out service
- Prompt, competitive rates
- Recommended list of tradesmen who know your property
- No unauthorised maintenance
- All tenant requests are fully screened
- Comprehensive property maintenance history report



7. Inspections

To keep you informed of the condition of your property, we offer a detailed inspection service. The purpose is twofold:

1. to ensure the property remains in good condition for rental purposes, and
2. to identify possible improvements that will increase the value of the property. We do this by:

- Taking photos before a tenancy commences
- Conducting regular kerbside viewing
- Carrying out regular full interior/exterior inspection reports
- Implementing a planned maintenance schedule
- Offering capital gain improvement suggestions
- Carrying out pre-vacating inspections to minimise vacancy rate
- Providing detailed bond inspections

8. Client Service Standards

As licensed members of the Real Estate Institute of NZ (REINZ), we operate under strict legislative and audit requirements and are bound by a Code of Ethics and Conduct that ensures that all our clients are treated equally, professionally and respectfully. Clients of REINZ members are provided additional protection via third party landlord protection insurance, while Trust accounts are independently audited.

In addition we provide our clients with electronic banking facilities and itemised monthly statements and back our service with a special client guarantee.



9. Fees

Our fees are based on the type of services you require, and a specialised package can be tailored to suit the level of involvement you wish to have.

Management fee: 7 - 8 % + GST (depending on the number of properties managed)

Maintenance fee: 7 - 8 % + GST

Inspection fee: \$50 + GST

Tribunal Fee: \$50 + GST

10. Complimentary Services

As well as our regular service, we offer clients a number of complimentary benefits such as:

- Current market sales appraisal
- Mortgage broker advice and referral
- Investment advice
- Pre-purchase rental appraisal
- Insurance advice and referral

You name it –

if it's about managing rental property Wellington Property Management Ltd is a better way to rent a home!



Thank you

*We look forward to working with you and any further questions are most welcome.
Please call us on 04 803 3001 if you wish to book an appointment or email*

rentals@propertyspecialists.co.nz



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Wellington Property Management Ltd

53 Boulcott Street, Wellington

email: rentals@propertyspecialists.co.nz phone: 04 803 3001