



www.professionals.co.nz/invercargill-rentals

Professionals Property Management

Meet the Team



Amy Morrison - Manager/Senior Property Manager REINZ Accredited

Born and bred in Southland, I have a thorough local knowledge of Invercargill, its surrounds and its people. I have 15 years experience working in the rental market and am a fully qualified Property Manager and hold the New Zealand Certificate in Residential Property Management Level 4. I strive to communicate clearly with both landlords and tenants in order to match the right tenant to the right house, and as a landlord myself, I know and fully understand the importance of this. I take great pride in the service I provide and have developed close working relationships with my clients, some of whom have been with me for my entire Property Management career.

Contact Amy on 027 427 1616 or email: amy.m@prored.co.nz



Mark Paterson - Property Manager REINZ Accredited

My background and experience prior to joining the team at Professionals has been in the retail and education sectors. Through these experiences I have learnt valuable communication skills which is a key principle in Property Management. I am a people person, enjoy a challenge and am very approachable, reliable and a born problem solver. I am passionate about developing great relationships and providing excellent service to my clients. I am a fully qualified Property Manager and hold the New Zealand Certificate in Residential Property Management Level 4.

Contact Mark on 027 465 5532 or email: mark.p@prored.co.nz



Hayley Aitken - Property Manager

I believe that every role requires empathy, patience and problem solving, along with great communication and hard work. From my previous position as a Business Manager in the customer service industry for 15 years, I bring with me a wealth of knowledge and experience in building strong customer service relationships. The performance of your investment is paramount to me and with the support of the wonderful team at Professionals, you can be assured that your property will be managed to the very highest of standards. I have recently completed my New Zealand Certificate in Residential Property Management, Level 4.

Contact Hayley on 027 200 0844 or email: hayley.a@prored.co.nz

Why choose us



Professional Service

We offer a team of skilled Property Managers and you can expect a professional service with a high level of communication and attention to detail.



Making Life Easier

We provide you mind freedom by acting as property custodians making decisions and taking action to protect and care for your asset.



Ensuring Compliance

Our team have extensive knowledge of the Residential Tenancies Act 1986 and Amendments Act, Healthy Homes Guarantee Act 2017 and additional legislation ensuring that your property is compliant with all relevant legislation.



Zero Tolerance

We have a zero tolerance policy for rent arrears and provide a full service for dealing with any tenant issues.



Ahead of the Game

Our team understand the changing climate of the rental market to ensure we are maximising your return for your investment.



Great Relationships

MacPherson Realty has a great relationship with our team of Tradespeople to ensure any repairs or maintenance gets done quickly for you and your Tenants.



Dedication 24/7

Your dedicated Property Manager is your after-hours point of contact for any issues, so you can enjoy a 24/7 service when you need us.



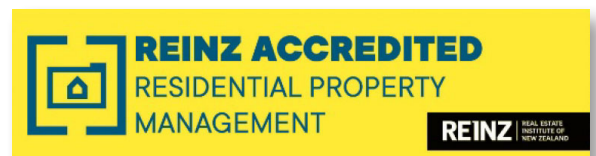
Benefits

Your property investment may also allow you to access several tax benefits.



Accredited Agency Member

We are a REINZ RPM Accredited Agency Member and an Accredited Residential Property Management Agency.



What we do

Your Property Manager will work with you and provide the following when managing your property

Communicating With Owners

To facilitate quality service to our owners, Property Managers shall:

- Provide regular feedback particularly after viewings and when properties are vacant.
- Provide reports four times a year and any additional reports when requested.
- Provide prompt communication regarding tenant issues and maintenance.

Tenancing The Property

- Advertising, assessing and short listing of potential tenants and tenancy agreements.

Inspections

- Inspections; Initial (new tenant), routine and final inspection.
- Each time an inspection occurs you will be sent a detailed report advising the current condition and any maintenance or repairs required.

Managing Rent Arrears

- Overseeing any outstanding rent and taking appropriate steps to recuperate the amount.

Breaches of Tenancy

- Ensuring that while the property is occupied that the tenant(s) complies with all conditions of their Tenancy Agreement.

Maintenance

- Organising of any maintenance required around the property including quotes.

Healthy Homes Compliance

- Ensuring that the property is kept up to the Healthy Homes Requirements set by the Healthy Homes Guarantees Act 2017.

Rent

- Advising the possible rent range with a current market assessment on the property.
- Rent reviewed annually based on current market trends.

Market Rent

We always strive to get you the maximum rent possible, however we also must keep in mind the current rental market to minimise vacancy periods and get your property rented as soon as possible.

The below factors are considered when presenting your property for rent. We consider the following which allows us to give you enough information to set the right rent for your property:

Extensive analysis

We analyse the previous six months of bonds lodged to the MBIE.

This gives us very accurate trends of rental averages according to suburb, bedroom numbers and property type.

Demand

Is there a high or low demand for properties at present? This can be seasonal and is also influenced by factors such as the properties location, features and school zones.

Availability

We look at properties currently available for rent, and consider their location and comparable features.

Rented properties

We compare your property with those we have recently rented.

How often should rent be reviewed?

We will review the rent annually against market conditions or when we need to secure a new tenant. If we believe a rental increase is appropriate, we will contact you.

Tenant Selection

GETTING THE RIGHT TENANT





Tenants will book online through Viewing Tracker to view the property. If they are interested in renting the property, they can make an application via our website.

The Property Manager will choose the most suitable tenant and complete reference checks, credit and background checks. Then the Property Manager will be in touch with you to discuss the applicant.



Marketing

Once we have a signed Management Authority from you, we will list your property in the following:

-  Trademe www.trademe.co.nz
-  Realestate.co.nz www.realestate.co.nz
-  Professional New Zealand Real Estate www.professionals.co.nz
-  Southland Express Newspaper Print media



Healthy Homes

Healthy Home Certificate

On 1 July 2021 the Healthy Homes Standards were introduced by the Government. It requires all owners to comply with the five specific minimum standards when renting out their property. The owner has 90 days from the date of any new, renewed or varied tenancy, to ensure that the following five areas are compliant

- Heating Standard
- Insulation Standard
- Ventilation Standard
- Moisture Ingress & Drainage Standard
- Draught Stopping Standard

For more information on the Healthy Homes legislation head to:

www.tenancy.govt.nz/healthy-homes

We engage Healthy Homes Companies (on your behalf) to complete the inspection and provide a report and compliance certificate.

**This is something we
can organise for you.**

Professionals Invercargill



Lets talk Insurance

If you're an Owner, we recommend you make sure your property is insured and that the cover is for Landlord insurance which protects your property and you.

We recommend you contact your insurance provider for specialist advice and to ensure you have the right cover in place.

What can Landlord Insurance Cover?

Fire, earthquake, explosion, storm, flood etc

Cover to rebuild or repair the property for all the big events

Loss of rent

Cover for a tenant vacating without notice, or if the rental can't be lived in due to repairs required.

Landlords contents

Cover for the oven, dishwasher etc.

Theft, malicious, intentional damage by tenants

Cover for tenant damage or theft.

Methamphetamine contamination

Cover for damage and lost rent caused by methamphetamine.

Legal liability & reparation

Cover for any damage caused by your property to a third party.

Accidental damage

Cover for when accidents happen.

Hidden gradual damage

Cover for damage caused by a leaking pipe in the wall.

No excess for glass or sanitary fixtures

Cover for accidental damage to windows or sanitary fixtures.



Bonds & Refunds

We will collect the Bond payment which is set by The Residential Tenancies Act from the new tenant and forward to the Bond Centre within 23 working days from receipt of the funds.

The Bond payment is four week's rent. The Bond is refunded to the tenant at the end of a tenancy if the following has occurred:

- The tenant has fully vacated the property and the keys have been returned.
- The property has been inspected and the Property Manager is satisfied that the property has been left in a reasonably clean and tidy condition and checked against the ingoing inspection report.
- Rent has been paid as well as any outstanding invoices which the tenant may be responsible for eg: carpet cleaning, general cleaning etc.
- If the tenant is breaking their lease there may be some additional costs incurred for advertising, viewings, new tenancy placement checks which the tenant is required to pay.



Management Service Charges

Within Invercargill Town Boundary

On all rent collected	9.5% + GST per property
(3 - 4 Properties)	9% + GST per property
(5 or more Properties)	8.5% + GST per property
Furnished Properties	Additional 0.5% + GST per property
Routine Inspections (4x a year)	Free of charge
New Tenancy Fees	One weeks rent + GST

Out of Invercargill Town Boundary

On all rent collected	10% + GST per property
(3 - 4 Properties)	9.5% + GST per property
(5 or more Properties)	9% + GST per property
Furnished Properties	Additional 0.5% + GST per property
Routine Inspections (4x a year)	\$60.00 + GST per property
New Tenancy Fees	One weeks rent + GST

Advertsing

Standard Advertising on Trademe	Free of Charge
Feature Listing on Trademe (optional)	Check pricing with Property Manager

Healthy Homes

Report	(Completed by third party) Approx. \$230.00
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Project Management

Refer to Terms and Conditions	\$70.00 + GST per hour
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Tenancy Tribunal

Application to Tenancy Tribunal (per application)	\$20.44 Incl. GST
Recovery of Rent Arrears (new management)	30% + GST

New management: The Owner understands that where he/she has authorised the Agent to manage a property with rent arrears and other costs that were accumulated prior to this Property Management Authority, that the Agent will endeavour to recover on the Owners behalf via the Tenancy Tribunal process and that the Owner will be charged this fee on the Tribunal sealed order total before any deductions are taken off.

This amount will be paid immediately. Fees subject to change.

Further Information

Further Information Sources

Refer to website: <https://www.tenancy.govt.nz/> to obtain further information about renting your property.

Disclaimer

This handbook is a guide for property owners and investors. We believe that the information and material contained in this handbook is correct at the time of printing but do not guarantee or warrant the accuracy of that information and material. To the maximum extent permitted by law, our officers, employees, agents and associates disclaim all responsibility for any loss or damage which any person may suffer from reliance on the information and material contained in this handbook or any opinion, conclusion or recommendation in the information and material whether the loss or damage is caused by any fault or negligence on the part of our officers, employees, agents and associates or otherwise.

The information relating to the law in this handbook is intended only as a summary and general overview on matters of interest. It is not intended to be comprehensive nor does it constitute legal advice. Whilst our officers, employees, agents and associates believe that such information is correct and current at the time of printing, we do not guarantee its accuracy or currency. Many factors unknown to us may affect the applicability of any statement or comment that we make to your particular circumstances and consequently you should seek appropriate legal advice from a qualified legal practitioner before acting or relying on any of the information contained.

The information is of a general nature and does not take into account your objectives, financial situation or needs. Before acting on any of the information you should consider its appropriateness, having regard to your own objectives, financial situation and needs.



Happy Tenants
Happy Landlords
Happy Homes



**Get in touch for your
free Market Appraisal**



Professionals

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