



THE PROPERTY  
MANAGEMENT SPECIALISTS

“ I am confident that our service is unmatched by others, so confident in fact that we offer a 3 month money back guarantee if you are not happy with our service.

We understand that you have choices. With that in mind, we hope once you consider what Housemart has to offer, your choice will be us!

”



Hayley Stevenson, AREINZ  
Director, Housemart Ltd



## YOUR PROPERTY MANAGEMENT SPECIALISTS

Maybe you have plans for an extensive property portfolio. Maybe you are the proud owner of a small flat.

Whatever your investment goals, if you are going to rent your property, we should talk.

Our team at Housemart are qualified, experienced, well informed and motivated. No cowboys.

We're 100% focussed on property management – finding the right tenants for your property, checking you receive your rent regularly, and keeping your valuable investment in great condition.

And that means you don't have to worry – with Housemart you can be sure that your property is being looked after by the experts.



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# HOW SMART?

Our professional team at Housemart specialise only in Property Management – no sales. So there are no hidden agendas – we just manage properties, and we do it well.

We have been in the game for years, which means you get the benefit of our experience, local knowledge and established systems.

In a nutshell, we take the best possible care of your valuable investment.

## Winners of the Real Estate Institute of New Zealand:



COLLEEN TOPPING



HAYLEY STEVENSON



COLLEEN TOPPING



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COLLEEN TOPPING



HAYLEY STEVENSON



## HOW CAN WE HELP YOU?

At Housemart we take care of everything!

We make sure your valuable investment is well maintained, your tenants are happy and your rent is paid.

We take care of the paperwork, deal with our trusted maintenance contractors and resolve any tenancy issues. We advertise your property, hand pick the right tenants, and follow up legal tenancy obligations – so you don't have to.

Why suffer the headaches? We solve the problems and keep you informed all the way.

# WHY CHOOSE US?

## EXPERIENCED

We are rental specialists with 35 years combined experience – we know our stuff.

## EXCLUSIVE

We focus exclusively on property management – no sales!

## QUALIFIED

3 licensed Property Managers, 8 Property Management awards, experienced administration support and lots of happy clients.

## SELECTIVE

The trick is to find the right tenant for your property. We personally check every reference and credit record.

## COMMUNICATIVE

We're helpful friendly types, so if you need some advice, or just feel like a chat, drop in for a coffee or give us a call. Our regular newsletter keeps you informed with the latest in property management.

## TECHNOLOGY

Our interactive website means you can log in and view your latest rental statements from anywhere in the world. Tenants can check their rent is up to date, search for properties and have new listings delivered direct to their inbox.

## MARKETING

We reach the widest possible audience by presenting your property on our Housemart website, handout sheet and window display, advertising in the local newspaper, Trade Me and realestate.co.nz.

## INSPECTIONS

We check your property every 4 months and keep you up to date with a report including photos, maintenance and general info.

## VIEWINGS

When your property is being advertised for rent, we personally show every potential tenant through. That means we can present all the features your house offers, whilst keeping your property secure.

## TENANTS

We treat our tenants as valuable clients. Each new tenant receives a welcome bunch of flowers or gift when they move in. We also ask for our tenants' feedback. Not only that, we act on it too!

## MONEY

We deposit your rental income into your bank twice every month, and give you a statement. We can help with your end of year tax returns by giving you a Year End Statement. It's all about making it easy for you, and leaving us to do the work.

# DON'T JUST TAKE OUR WORD FOR IT - HERE'S WHAT OTHER PEOPLE SAY ABOUT US:

## OUR TENANTS

“ The team is most friendly, efficient, thorough and knowledgeable to deal with. They are true professionals as they always, without fail, do what they say. It's hard to find someone so efficient, diligent and professional. ”  
Melissa Hunt, Wanaka

“ Housemart Queenstown suggested that we view a house that they had on their books which exactly met our requirements and was within our budget. In less than a week, a tenancy agreement had been signed and we could focus on preparing for the move. After we moved in, a bouquet arrived welcoming us to our new rental property. I cannot recommend Hayley highly enough. Whether you are an owner looking for someone to manage your property or looking for somewhere to live, you will not be disappointed with their service. ”  
Megan & Michael Palmer, Queenstown

“ We have rented 3 properties through Housemart and each time we have been impressed with their friendly, organised service. They sort out any maintenance issues we have had and problems have been swiftly dealt with. The bunch of flowers when we moved in was a nice touch. ”  
Jolene Judd, Wanaka



## OUR MAINTENANCE CONTRACTORS

“ This office is highly organised – they attend to tenants' and landlords' problems quickly. The team runs a well organised, friendly office and they have excellent communication with our business. They make sure bills are paid on time or they phone with an explanation if there is going to be a delay. ”  
Lin Jarvie, Jarvie Plumbing Ltd

“ The team at Housemart pay attention to detail. They are very diplomatic when it comes to tenant / landlord situations and appear to be well respected by both parties. They are exceptionally fair and open and are an absolute pleasure to do business with. ”  
Rob Ormandy, Working Dogz Ltd

# OUR OWNERS

“ Our residential rental properties have been managed for us by this office for seven years, and we have found their services to be consistently excellent. We live in Wanaka but consider that there are many advantages in using a property manager, including:

- We can be confident that any issues arising for the tenants will be dealt with professionally and quickly, particularly when we are away.
- Tenant selection is very thorough ensuring rents are reliably received and the properties are well cared for.
- Having a large portfolio of properties under management means our Property Manager has a good understanding of current market conditions.
- The regular inspections and reports assist in maintaining the properties in good condition.

Geoff Logan

Waimana Property Ltd, Wanaka

“ When my husband and I had to relocate due to a work commitment, we were unable to sell our house. Hayley and her team at Housemart were able to find suitable tenants for our house and take all the stress and worry out of screening the correct people who would look after our biggest asset. Housemart were able to work within our time frame, and are our eyes and ears while we are living elsewhere. Housemart make sure that all monies are paid on time and we don't have to worry. The tenant's needs are also met to a high standard. Housemart acted in a very professional manner, with everything strictly confidential. So if you have a house to rent contact Housemart - they will gladly help you out.

W Hebbend, Winton

“ As the owner of a Property Management Company, I understand the need for excellent service, attention to detail, careful tenant selection and regular property inspections.

As a property owner, I recognise the value of having my property managed by local experts.

Housemart tick all the boxes – they are a friendly team that are easy to deal with, they keep me informed, I am always confident that my property is well maintained, that the gap between tenancies is at an absolute minimum, and that the tenants are carefully screened. In short, I don't have to worry, Housemart have it covered.

When it comes to property management, I highly recommend the Housemart team.

Liz Nidd, Dunedin

“ We are extremely happy as overseas owners to know our property is in the best hands with Housemart and we absolutely recommend them.

Andrew Atkins, France

“ As an absentee property owner I rely totally on the advice, actions and integrity of my Property Manager to suitably manage and protect my investment.

As a property professional I have high standards and expectations. Not once have I been disappointed or had cause for concern. Your Property Management team have proved to be proactive, make timely and appropriate recommendations, act exactly in accord with my nominated profile and requirements and have been professional in every respect. Above all the relationship is business-like but courteous and friendly at the same time.

Recommendation status - HIGH.  
Peter O'Brien, Wellington

# AN EASY 10 STEP GUIDE TO RENTING YOUR PROPERTY

## 1 MARKETING

Housemart advertises your property in the local newspaper, "Trade Me", on the office window display, handout sheet, websites, and our central location. Our Property Managers personally show all tenants through your property.

## 2 CHOOSING THE RIGHT TENANT

Each prospective tenant completes an application with references, income details and rental history. We check references and credit background for every tenant, and help you make a final choice.

## 3 PROPERTY CONDITION REPORT

Your Property Manager makes a detailed Property Condition Report with photos to record the condition of your property before tenants move in. We also itemise the chattels or you can give us a chattels list. Your tenant is given a copy of the report when they sign their Tenancy Agreement, and have 14 days to make any changes.

## 4 TENANCY AGREEMENTS

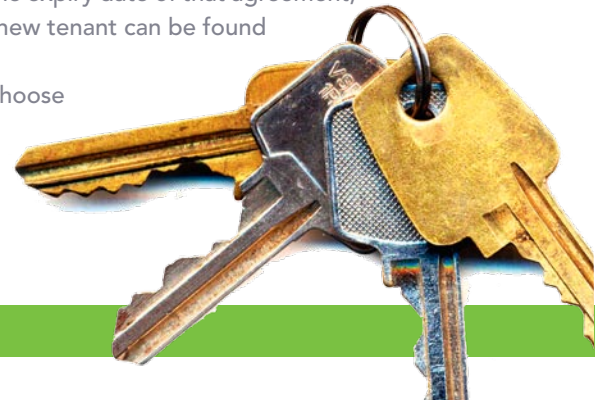
### - The jargon explained

There are two types of residential tenancy agreement:

**PERIODIC:** this agreement is for an indefinite period until it is lawfully terminated by you, your tenant or by the residential tenancy tribunal. The tenant has to give 21 days notice to vacate the property and you have to give a minimum of 42 days notice if you sell or want your property back for your own use.

**FIXED TERM:** a specific period you agree with the tenant at the beginning of the tenancy – usually 3, 6 or 12 months. If a tenant vacates a property before the end of this 'fixed term' tenancy, they have a legal obligation to keep paying the agreed rent until the expiry date of that agreement, or until a suitable new tenant can be found

We can help you choose which type of agreement suits you and your tenants best.





## 5 SECURITY BOND

A security bond is paid by your tenant as a form of guarantee against breaches of the residential tenancy agreement. Housemart requires four weeks rent as bond – this is the maximum amount we can request under the Residential Tenancy Act. We lodge the bond with the Department of Building and Housing (as required by law). The bond is held by the Department of Building and Housing until the tenancy expires.

## 6 RENTAL PAYMENTS

We have your tenants set up a weekly rent AP which goes in to our trust account. Twice a month, we deposit your rental income into your bank account.

## 7 ROUTINE INSPECTIONS

We check your property regularly (approximately every 4 months). We let your tenants know 7 days before an inspection. These inspections mean we can make sure the tenants are abiding by the terms of the tenancy, and capture any maintenance issues that may not have been reported. We keep you informed with a written report including photos.

## 8 MAINTENANCE

It's not all plain sailing – sometimes things break or just plain wear out. We have a team of trusted tradespeople who can fix pretty much anything. The cost is deducted from your rental income, and we will get in touch if maintenance may cost more than \$350.00. If the tenant has caused the damage, we will ask them to pay for repairs and follow-up reimbursement for you.

## 9 TERMINATION OF TENANCY

When your tenant gives notice to vacate we will let you know in writing. We can start to advertise your property straight away, and often have new tenants ready to move in as soon as the previous people leave. We also give your tenants an info sheet to help them to leave your property in good condition for the final inspection.

## 10 RE-LETTING YOUR PROPERTY

And our work begins again!

# WHAT ARE THE COSTS?

## MANAGEMENT FEE

Charged on all rent collected

10% plus gst

## DISBURSEMENT FEE

For arranging maintenance and repairs.

Nil

## ROUTINE INSPECTION FEE

Inspection conducted every 4 months. Written report and photos provided.

\$50.00 plus gst

## PROPERTY CONDITION REPORT

Initial thorough report on the condition of your property

\$90.00 plus gst

## CHATELS LIST

Initial thorough report on your furnishings and appliances

\$60.00 plus gst

Property Management fees and other property related expenses are tax deductible.



# WHAT DOES THE MANAGEMENT FEE INCLUDE?

## OUR MANAGEMENT FEE OF 10% INCLUDES ALL OF THE FOLLOWING AS PART OF OUR SERVICE:

- Establishing a fair current market rental
- Advertising and photography of your property for Trade Me, websites, window display and local newspaper
- Showing potential tenants through your property
- Screening of all tenant applications including reference and credit checks
- Drawing up Tenancy Agreements and lodging bonds with Tenancy Services
- Collection of rent and issuing trust account receipts
- Monitoring rent payments and following up rent arrears
- Issuing appropriate notices of breach under the Tenancy Act where applicable
- Court representation if applicable
- Liaising with tenants on all issues relating to the property on a day to day basis
- Final Inspection when tenants vacate, including updating of Property Condition Report, Chattels List and disbursement of bond funds
- Processing and payment of all accounts relating to the property.
- Providing you with a record of your rent including an annual financial statement at the end of each financial year
- Paying funds to you twice a month by direct credit with a statement emailed or posted
- The benefit of our local knowledge and experience
- 24 hours, 7 days a week after hours emergency service





[www.housemart.co.nz](http://www.housemart.co.nz)

## THE NEXT STEP

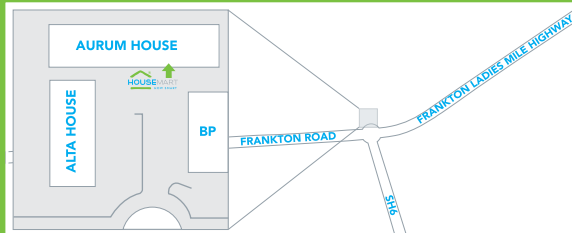
For a free market appraisal or to talk to us about managing your property, contact us today:

### WANAKA OFFICE



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