



THE PROPERTY MANAGEMENT SPECIALISTS



No cowboys here...

5 of the Housemart team hold the New Zealand Certificate in Residential Property Management (Level 4)

# 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.

Housemart is leading the way in providing the best Property Management service that New Zealand has on offer. We are currently the most awarded Property Management company in the country. 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.

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



"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!"

A handwritten signature in black ink, appearing to read 'Hayley Stevenson'.

Hayley Stevenson, AREINZ  
Director, Housemart Ltd



# 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.

## HAVE YOUR INVESTMENT PROPERTY MANAGED BY OUR AWARD WINNING TEAM



## HOW SMART

Our professional team at Housemart specialise only in Property Management – no sales. This means 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.

Housemart are proud members of the Real Estate Institute of New Zealand and the Leading Property Managers Association New Zealand. We regularly attend conference and training events meaning your property manager is working from the very latest in Residential Tenancy Law, compliance and industry standards.

We have achieved multiple awards over a number of years – so you get the benefit of our specialist knowledge, award winning service and excellent reputation.

# WHY CHOOSE US?

## EXPERIENCED

We are rental specialists with 50 years combined experience – we know our stuff.

## EXCLUSIVE

We focus exclusively on property management – no sales or casual lets!

## QUALIFIED & AWARD WINNERS

Our Director is REINZ licensed and 5 of our Property Management team are accredited holders of the New Zealand Certificate in Residential Property Management (Level 4). We are constantly seeking extra training and development to increase our skill and knowledge base. We are proud recipients of numerous industry awards, have 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.

## ZERO ARREARS POLICY

We work hard to ensure you receive your rent in a timely manner. We have strict policies and procedures in place to follow up any tenants lagging behind and have a zero tolerance to rental arrears. Our statistics back this up.

## MARKETING

We reach the widest possible audience by presenting your property on our Housemart website, TradeMe, realestate.co.nz, Facebook, handout sheets and weekly listings in the local newspaper.

## INSPECTIONS

We check your property regularly and keep you up to date with a report including photos and/or videos, 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

Every tenant is a valued client at Housemart. New tenants receive a welcome card and gift when they move in. We also ask for our tenants' feedback, and we act on it too! We find that looking after our clients means that they look after your property.

## MONEY

To free up your funds, we deposit your rental income into your bank twice every month and provide 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 OTHERS HAVE TO SAY

## OUR TENANTS

"Housemart found me a unit within my budget, fully furnished and in an excellent location. No trouble was spared and they kept me fully informed of progress. I can happily recommend their service. I am sure they will satisfy the most discerning client."

– Claire Hall

"The Housemart Team did a fantastic job finding us a rental property in Queenstown, as we were based out of town at the time it would have been impossible to arrange such a great rental without the assistance of Housemart. They went out of their way to work with us and the home owner so it made the transition to Queenstown an extremely simple move. We are really happy with the result - will never get tired of waking up to the view of the Lake and Mountains!"

– Damien Bloodworth

"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."

– Jolene Judd



## OUR MAINTENANCE CONTRACTORS

"I have been working with the Housemart Team for 6 yrs now and have found them to be one of the best companies for me to deal with. They are great at communicating, have great in house systems that not only work for them but help me to run my business smoothly. This creates a symbiotic relationship that ultimately benefits not only both our businesses, but also our customers."

– Peak to Peak Property Services

"Housemart are always clear in their requirements for what work is required to be carried out. They identify and react positively and quickly to those issues that need urgent attention, and make sure I am aware of those needing my prompt attention. All documentation is accurate and on time."

– CH Maintenance Ltd

## OUR OWNERS

"I would just like to thank you for looking after our rental for us. It is always a worry when you live a long way from your rental property which you one day intend to make you main home. You and your team were great. We were kept informed and you managed the property like it was your own. We were very pleased when we moved back in, your tenant selection and continual monitoring played a major role in maintaining the good condition of the house."

– Paul Marshall

"Housemart has managed our rental property for about 10 years and we have been extremely pleased with the services provided by the Housemart team. We have always found our Property Manager to be courteous, reliable and professional, with communication that's always timely and clear. She provides great feedback that fairly and effectively balances both our requirements as landlords with the needs of the tenant. When we recently added to our portfolio, she provided significant assistance with advice on suitable renovations and quality tradespersons to improve its suitability for rent. The many awards won by both our Property Manager and Housemart reflect the quality of service provided. Thanks Housemart team."

– John and Donna Harvey

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

– Andrew Atkins

"We are up to date with all that is happening and really feel your team are looking after us and our property which is quite refreshing."

– Anne Mallon

"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."

– Wendy Hebbend

"Congratulations on your award which is well deserved. You have assisted us greatly since taking over our property management. From across the ditch, it is very comforting to know that someone with your skills and courtesy is looking after our and our tenants needs. Your "nothing is too hard" attitude is extremely reassuring. To Hayley, well done and congratulations to the whole team on your combined achievements. Process is important - however your people are the most important."

– John and Mary

"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

# AN EASY 10 STEP GUIDE TO RENTING YOUR PROPERTY

## 1 MARKETING

Housemart advertises your property in the local newspaper, TradeMe, Realestate.co.nz, Housemart website and handout sheets. 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 on video to record the condition of your property before tenants move in. If required, we can also itemise the chattels. Your tenant is given a copy of the report when they collect the keys, and have 14 days to update it if required. We refer back to this report at our final inspection. You will also receive this report, so you can take a video walkthrough of your property between tenancies, from anywhere in the world.

## 4 TENANCY AGREEMENTS - The jargon explained

There are two types of residential tenancy agreements: We can help you choose which type of agreement suits you and your tenants best:

**FIXED TERM TENANCY:** This agreement is for a specific period you agree with the tenant at the beginning of the tenancy – usually 3, 6 or 12 months. A fixed term agreement can't be ended before the agreement end date unless by mutual agreement. 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. All fixed-term agreements convert to periodic tenancies at the end of the fixed-term unless the parties agree otherwise, your tenant gives a 28-day notice, or you give notice in accordance with the termination grounds available under Tenancy Law.

**PERIODIC TENANCY:** 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 28 days' written notice to vacate the property. You have to give notice in accordance with the termination grounds for periodic tenancies.



## 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) and the bond is held there until the tenancy expires. Housemart then work with the tenant to reach an agreement before the bond is refunded.

## 6 RENTAL PAYMENTS

We have your tenants set up a regular rent Automatic Payment which goes in to our trust account. We monitor this account daily and promptly follow up on any arrears. Twice a month, we deposit your rental income into your bank account.



## 7 ROUTINE INSPECTIONS

We check your property regularly. 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 report including photos and/or video

## 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 seek reimbursement.

## 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 information sheet to help them to leave your property in good condition for our thorough 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 3-4 months. A report will be provided including photos and/or video	\$50.00 plus gst
LETTING FEE Fixed fee per tenancy	Includes To Let advertising, conducting viewings, application processing, reference and credit checks, advertising photography to market your property.	\$550.00 plus gst (maximum 1 fee per year for a 12-month Fixed Term tenancy agreement)

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:

- 24 hours, 7 days a week after hours emergency service
- 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
- Processing and payment of all accounts relating to the property
- Arranging all maintenance using our trusted contractors
- Final Inspection when tenants vacate including disbursement of bond funds
- Providing you with a record of your income and expenditure including an annual financial statement at the end of each financial year
- Paying any income to you twice a month by direct credit with a statement provided
- Advertising photography of your property
- Establishing a fair current market rental
- Keeping up to date with changes to Tenancy Law and Compliance. We implement new requirements to be sure your property is healthy, compliant and you are not penalised with fines.
- The benefit of our local knowledge and experience

## NO HIDDEN FEES

At Housemart we do not charge you:

- For disbursements (fees often charged on top of property expenses like maintenance invoices)
- For additional marketing costs like an extra Trademe advertising fee or more advertising costs when a property remains vacant for longer than a week
- An extra fee for a Property Condition Report or Chattels List (this is included in our Letting Fee)
- If you no longer need our services. We appreciate some notice but never charge an exit fee
- If you place your property on the market for sale

## THE NEXT STEP

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

**CALL:** +64 3 442 3815    **EMAIL:** [rentqt@housemart.co.nz](mailto:rentqt@housemart.co.nz)

**VISIT:** Ground Floor Alta House, Terrace Junction, Frankton



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