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REASONS WHY YOU NEED TO HIRE A PROPERTY MANAGER



1. Tenants with a bad history avoid us like the plague because they know we have lots of good checking systems.
2. Tenants with bad credit history can be very plausible and always rent privately from unsuspecting owners.
3. We usually have a waiting list of approved tenants who have been searching for the right home – about 30% of our rented houses are signed up in days rather than weeks to pre-approved tenants.
4. Advertising and promotion – we use three web sites, our window display plus our wide circle of contacts in Rotorua and we know what sort of advertising works and what doesn't – it is a skill we have built up over the years!
5. Showing prospective new tenants through a property and making sure they really understand what we require from them in terms of care and consideration.
6. We record the ingoing inventory and condition report at the start of a tenancy, with lots of photos taken to record the detail. Tenancy Tribunals are very tough on landlords who haven't done that fully and accurately.
7. Tenancy agreements have to be first class, second best won't cut the mustard in the Tenancy Tribunal. We use an eight page document from The Auckland District Law Society and the REINZ which we frequently update to cover law changes.
8. We collect all the ingoing money, including the bond – equivalent to four weeks rent – and lodge it in our Trust

Account at ANZ. Bonds are sent, within 23 working days, to the Bond Centre as required by the Act.

9. Only approved property managers are able to access the specialised landlord insurance from www.rlinz.co.nz, DIY landlords cannot use what is generally regarded as the number one product in New Zealand.
When your renewal notice comes for your rental house insurance be sure to check with Real Landlord Insurance first for a quote, because they can do that too – we have had excellent feedback about their rates and cover.
10. If things go wrong and we have to take a tenant to mediation or Tribunal then that service is included in our management fee structure, except the initial application fee is charged to you and refunded when we win.
11. Knowledge of tenancy law – this is a big deal – we even get Solicitors ringing up to ask for advice because it is a complex subject. We pick up new business from DIY owners who have innocently fallen foul of tenancy legislation and been hit with fines.
The interpretations of The Act by tenancy adjudicators, seem to change too frequently, so it's part of our role to keep up to date on those matters so that we can give you the best advice.
12. Health and Safety legislation has got tougher on landlords now – April 4th 2016 saw BIG changes which affects landlords and sadly some landlords will get hit – we can minimize those risks.

13. Missed rents – can become a nightmare if you have a mortgage to pay, especially if no immediate action is taken to fix the problem. We check every week day and know by mid morning if a rent has been missed, and we have heard every excuse, and rarely believe any of them. We can take immediate action, very often before lunch time!
14. We keep a good businesslike relationship with our tenants and simply don't tolerate them breaking the rules. It's a simple trap for owners to fall into if they get friendly with a tenant, and it usually turns sour sooner or later.
15. Routine inspections are SO important, and we are amazed how many DIY landlords simply don't bother, because they trust and like their tenants! Try an insurance claim without evidence of the 13 week routine inspection and see how far you can get!
16. Monthly statements to landlords so you can use them for your annual Tax Return and we pay out twice a month too.
17. Remote access for landlords – sitting in your hotel room in Paris you can go direct into our system and access information.
18. We have a video on our web site to show vacating tenants how we expect a house to be ready for their vacate inspection, if they want their bond back.

This business is actually about managing people, and our experience and expertise is there for your benefit to protect the value and cash flow from your investment.

ROTORUA RENTALS

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