





WELCOME TO ELLISON PROPERTY MANAGEMENT

We are an exclusive residential rental agency based in Auckland. We provide well-maintained, healthy homes to well-matched, select tenants. Whether you're an absentee homeowner or a property investor, protecting your investment is our highest priority.

As the Director of Ellison Property Management, I personally oversee all properties that we manage. I was born and raised in Auckland and have over 20 years of experience in property management, including managing my own portfolio. With a respect for the needs of homeowners, I provide an astute service with up to date market knowledge of all communities central and west of the city.

For all of your property management needs, give me a call today for a no obligation chat. I will provide you with the best solution and look forward to hearing from you.



Maree Ellison
Director
Ellison Property Management
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A stylized, handwritten signature in dark ink that reads 'maree'.



OUR COMMITMENT

We take our commitment to homeowners and tenants seriously. The Ellison Property Management Service Standard outlines what homeowners can expect.

The Ellison Property Management Service Standard

- A comprehensive and stress-free property management experience
- Oversight of all properties by Maree Ellison, Director, Ellison Property Management.
- Confidentiality, security and integrity assured
- Continuity of service
- Expert recommendations and feedback
- Accurate knowledge of current market trends
- 24-hour response time
- Maximum returns with minimum vacancies
- Financial statements
- Discounted rates with registered and licensed trade services
- Compliance with the Residential Tenancies Act 1986
- Professional accountability: member of TINZ (Tenancy Information NZ), The Tenancy Practice Service Limited, and the Independent Property Managers Association
- Ellison Property Management has Public Liability and Indemnity Insurance



MARKETING YOUR PROPERTY

The rental market fluctuates - so the first thing we do to market your property is conduct an up-to-date comparative market analysis and provide you with a free rental appraisal. If you wish to proceed, we will immediately engage our marketing strategy to attract the right tenants for your property.

Striking digital photography is essential in creating the best visual impact for your property. All properties are listed with www.TradeMe.co.nz. Every property has a unique appeal and we're experts at marketing the benefits of your property. All images, written media and prospective tenant communications are designed to sell the highlights of your rental property.

Open house inspections are an efficient way to greet and meet several tenants at once. After-hours individual inspections are also available. We receive multiple applications for every property that we manage and we will provide you with as much information about this process as you require. This includes: regular updates on finding a tenant, the number of inspections and what the tenants thought about your property. Once all applications are received, we will begin the essential screening checks.



SELECTING THE RIGHT TENANT

There are many considerations in selecting a tenant who is a 'good fit' for your property. The things that are important to some homeowners are often beyond the list of essential screening checks that we conduct. Your circumstances, the neighbourhood where your rental is situated, the family status of the tenant are all helpful in matching a tenant with your property.

ESSENTIAL SCREENING CHECKS:

RENTAL REFERENCE: All prospective tenants must provide details of their two previous rental addresses. The previous property manager or landlord is contacted for a rental reference. We will respectfully request specific information that is relevant to your property.

EMPLOYMENT REFERENCE: Tenants must also provide documentation to verify their income and ability to pay the rent. This may include pay slips and employment contracts. In all circumstances we will contact the employer to confirm that the details are correct. If the tenant is self-employed, a letter from their accountant is required to confirm their financial ability to meet rental payments.

CREDIT CHECK: A thorough credit check with the Tenancy Information New Zealand (TINZ) database is essential for all tenants, prior to their acceptance.

ENTRY & EXIT CONDITION REPORTS

The Entry Condition Report records the condition of your property at the commencement of the tenancy. It contains an extensive photographic catalogue of every room, and the exterior, with written notes about any pre-existing wear and tear. Typically, these take 3-4 hours to conduct and prepare.

Once the tenants sign the tenancy agreement, they have seven days to examine the report and make any amendments they feel are necessary. The report is filed and later forms the basis of the Exit Condition Report at the end of the tenancy.

Any damage caused by the tenants, excluding wear and tear, is easily accounted for by comparing the Entry and Exit Condition Reports. The cost to repair any damage is either compensated for by the tenant directly, or deducted from their bond.

The report is an essential part of our service. It protects your asset and minimizes tenancy disputes regarding the assignment of responsibility for repairs for damage. Ellison Property Management adheres to The Residential Tenancies Act for all matters relating to the determination of responsibility for property maintenance, wear and tear, damage and repairs.



PROPERTY MANAGEMENT THAT WORKS FOR YOU



ARREARS MANAGEMENT

Ellison Property Management downloads rental payments every business day. Rental arrears are therefore immediately apparent and are cause for same-day, immediate action.

- If there is no history of previous arrears, the tenant is contacted by telephone, text or email to ask for an explanation. Missed payments can be the result of a legitimate misunderstanding or bank error. Most of the time, arrears are cleared within 5 working day. If not, further action is required.
- A 14-day notice' informs the tenant of the breach and demands that either the tenant pays the arrears immediately, or applies for a payment arrangement." If the tenant fails to comply, further legal action will be taken through the Tenancy Tribunal to end their tenancy, and to pay all of the arrears
- Prompt action and daily follow up on all arrears is our policy for establishing clear and accurate communication with tenants. Our priority is to protect the homeowner's investment and minimise the escalation of problems



MAINTAINING YOUR INVESTMENT

Protecting your investment means maintaining your investment. We provide the following maintenance services:

- Property inspections every 3-6 months, depending on your insurance policy requirements
- Inspection of all rooms, garaging, exterior cladding, windows and gutters, gardens and lawns, etc
- Photographing the property during routine inspections, with the tenant's approval, and preparation of a detailed inspection report
- Informing you of all maintenance work required and organising quotes for you, if needed
- Liaising and coordinating with your preferred maintenance contractors, or with our certified contractors at discounted rates
- Paying all invoices for maintenance and repairs, body corporate fees, rates and insurance directly from the rental income
- Presenting monthly financial statements for your property

TRANSFERRING TO US

If your property is currently with another property management company, we can arrange for a formal transfer to Ellison Property Management. This is included in our service agreement and ensures that all matters are taken care of.

AUTHORITY TO ACT ON YOUR BEHALF: Signing our management authority gives Ellison Property Management approval to act on your behalf for property management.

ADVISING THE CURRENT PROPERTY MANAGER: We can provide a template letter for you that instructs your current property manager to transfer the management of your property to Ellison Property Management, and to terminate all services.

THE TERMINATION PERIOD: The property management agreement with your current manager will specify the agreed service termination period. We will arrange for a date to collect your property file.

THE TRANSFER: The final step to terminating the services of your previous property manager includes uplifting your file containing all documentation: the tenancy agreement, bond forms, application documents, condition reports, rental payment ledger and all keys to your property.

KEEPING THE TENANT INFORMED: Once the above steps have been taken, we will inform the tenant and introduce our selves as Ellison Property Management, acting on your behalf. We will provide our contact information and update the rental payment details. We will do our best to establish a rapport with the tenant to minimise any disturbance in the transition. Finally, we will ask if there are any outstanding issues needing attention and arrange for a routine inspection.

WHAT SHOULD NEW LANDLORDS DO?

Before renting your property, we recommend that you take the following steps to protect yourself, give yourself peace of mind and set standards for tenants.

CARPET CLEANING: A professional carpet-cleaning firm should clean the carpets. The tenants are responsible for cleaning the carpets at the end of their tenancy.

GENERAL CLEANING INSIDE AND OUT: The property as a whole should be clean and well presented at the beginning of the tenancy. This may include: windows, drapes and blinds, skirting boards, cupboards, light fixtures, railing and walls, chimney flue, and of course kitchens and bathrooms. On the outside clear the gutters, mow the lawns, trim the edges, prune shrubs and trees and maintain the garden beds. This will set a standard for tenants to follow throughout the tenancy.

KEYS TO PROPERTY: We are required to supply each tenant with a full set of keys to every lock on the premises including: main entry doors, garage doors, security screen doors, window locks, padlocks, and remote controls. We will also require a set of all keys for inspections and emergencies.

APPLIANCES/WHITEWARE: You may wish to rent your property with white ware, e.g. refrigerator, washing machine, dishwashers, alarm systems, etc. If so, you need to be aware that you are then responsible for maintaining these items during the tenancy.



FEES & SERVICE SCHEDULE

RENT COLLECTION AND MANAGEMENT FEE: 7.5% + GST

- Prepare documentation to transfer management companies, if required
- Conduct detailed entry and exit condition inspections and prepare reports
- Conduct detailed routine inspections and prepare reports
- Pay rates, body corporate levies, insurance, repairs and maintenance costs
- Prepare monthly and end of financial year income and expenditure reports
- Check tenants' rent payments on a daily basis and action all arrears appropriately
- Liaise with tenants for all property management issues, including exit documentation
- For multiple properties, we offer a discounted rate for the management fee

CREDIT CHECK, PAYABLE BY THE PROPERTY OWNER: \$19.55 + GST

- Credit Checks are conducted through Tenancy Information New Zealand (TINZ)
 - The fee is charged per individual tenant named on the tenancy agreement

LETTING FEE, PAYABLE BY THE TENANT, ONE WEEK'S RENT + GST

Service Schedule:

- Take all digital photographs of your property
- Prepare property marketing materials, photos and copy writing for www.trademe.co.nz
- Arrange for open house inspections and individual inspections with prospective tenants
- Receive all tenancy applications, conduct essential screening checks and provide recommendations to the homeowner
- Arrange all ingoing paperwork; the tenancy agreement, bond form, rental payment information
- Collect and lodge the bond with Tenancy Service



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