

RayWhite[®]

THE VALUE OF A RAY WHITE PROPERTY MANAGER



PROUDLY RAY WHITE



THE VALUE OF A RAY WHITE PROPERTY MANAGER

Property management is a serious business, and whether you're a DIY landlord or use a property manager our requirements are all the same. Not only must we navigate the many layers of legislation and legal requirements that exist, but we're also taking care of what is often your largest investment asset, and the very real and important people that reside within it.

Professional property management should not be seen as a cost, and instead be viewed as a value adding service for both landlords and their tenants. A Ray White property manager can provide you with the peace of mind in knowing that your investment, and your tenants, are in good hands.

Not all property managers are created equal and we understand it can be difficult for landlords to differentiate between the good, and the not so good. Many don't understand what's actually required, or the level of work we really do for you, so here are just some of the value adding services we can provide:

- *Increased annual returns on your investment through educated market-level rent increases.*
- *Minimised vacancy periods achieved through our industry-leading tenant booking, viewing and application systems.*
- *Legislative peace of mind and head office support ensuring that all our templates and processes are always in accordance with ever-changing property management legislation.*
- *Daily rent payment receipting and strict arrears management processes to prevent losses before they occur.*
- *Local knowledge and experience provided by our kiwi-owned and operated businesses, alongside dedicated property management head office support.*
- *Access to highest quality and experienced tradespeople, providing you better job outcomes and minimised future risks.*
- *Full management of any required invoice payments such as water rates, insurance, council rates, body corporate fees and more.*
- *Insurance claim management and documentation support provided in most tenancy-related claims.*
- *Thorough bond collection, lodgement and disbursement processes ensuring full landlord compliance.*
- *Automatic compliance with updated record keeping laws and requirements now in place for all landlords, and relating to all tenancy matters.*

- Improved tenancy inspection processes with detailed regular condition reports and photos.
- Ongoing education and training resources for not only Ray White staff but also our tenants and landlords, creating clearer expectations and better long-term outcomes for all.
- Ongoing cost-savings derived through doing things properly - the best possible tenants, compliant agreements, and quality maintenance, all removing your risk of future fines.
- Personalised service offerings and standards guarantees - we do what we say we're going to do, and in a way that suits you best.
- Tangible time savings created in allowing us to take on the hard work, communication, and day to day duties for you - eliminating many of the stresses associated with owning an investment property.
- Honest and transparent advice based on nationwide experience and industry-leading corporate-level franchise support.
- Valuable skills surrounding tenant selection and vetting processes through our sheer volume of real-life experiences in this space.
- Competitive tradesperson selection and pricing for your maintenance needs based on our large scale, history, and local experience.
- Legal protection for landlords and tenants through constantly updated tenancy clauses and agreements that change as quickly as legislation does.
- Detailed Covid-19 resources and support tools to protect both landlords and tenants.
- Professional property marketing and advertising across multiple online platforms, delivering your property to more customers to create interest and demand.
- Ongoing monthly and annual financial reporting processes for landlords delivering accurate, timely, and easy to read financial statements.
- Comprehensive software tools available at all offices to provide for the best tenant application, vetting, credit, and reference checking processes.
- Tenancy renewals, variations and extensions conducted in accordance with updated RTA Act 2020 rules ensuring security of tenure for all involved parties.
- Proactive repairs and maintenance, cleaning, and property care recommendations for landlords based on our practical experience managing large numbers of properties.
- Stringent tenancy vacating procedures to ensure your property is left in the best possible condition, despite common conflicts that can arise around 'reasonably clean and tidy', etc.
- A reduced risk of compliance-related issues and the significant fines possible for landlords who may lack understanding of ongoing legislation changes.
- The educated mediator between landlord and tenant interests, which can sometimes be conflicting, and our ability to clarify the legal differences between wanted vs required.
- Ongoing time savings and stress relief for landlords by managing the volume of communication and filtering through the messages and instructions that are needed.
- Comprehensive understanding and practical experience in the legislation that governs all landlords and property managers, including issues surrounding but not limited to:
 - Smoke alarms
 - Insulation
 - Healthy Homes Standards
 - Tenancy terminations and notices
 - Methamphetamine
 - Health & Safety
 - Unlawful Dwellings



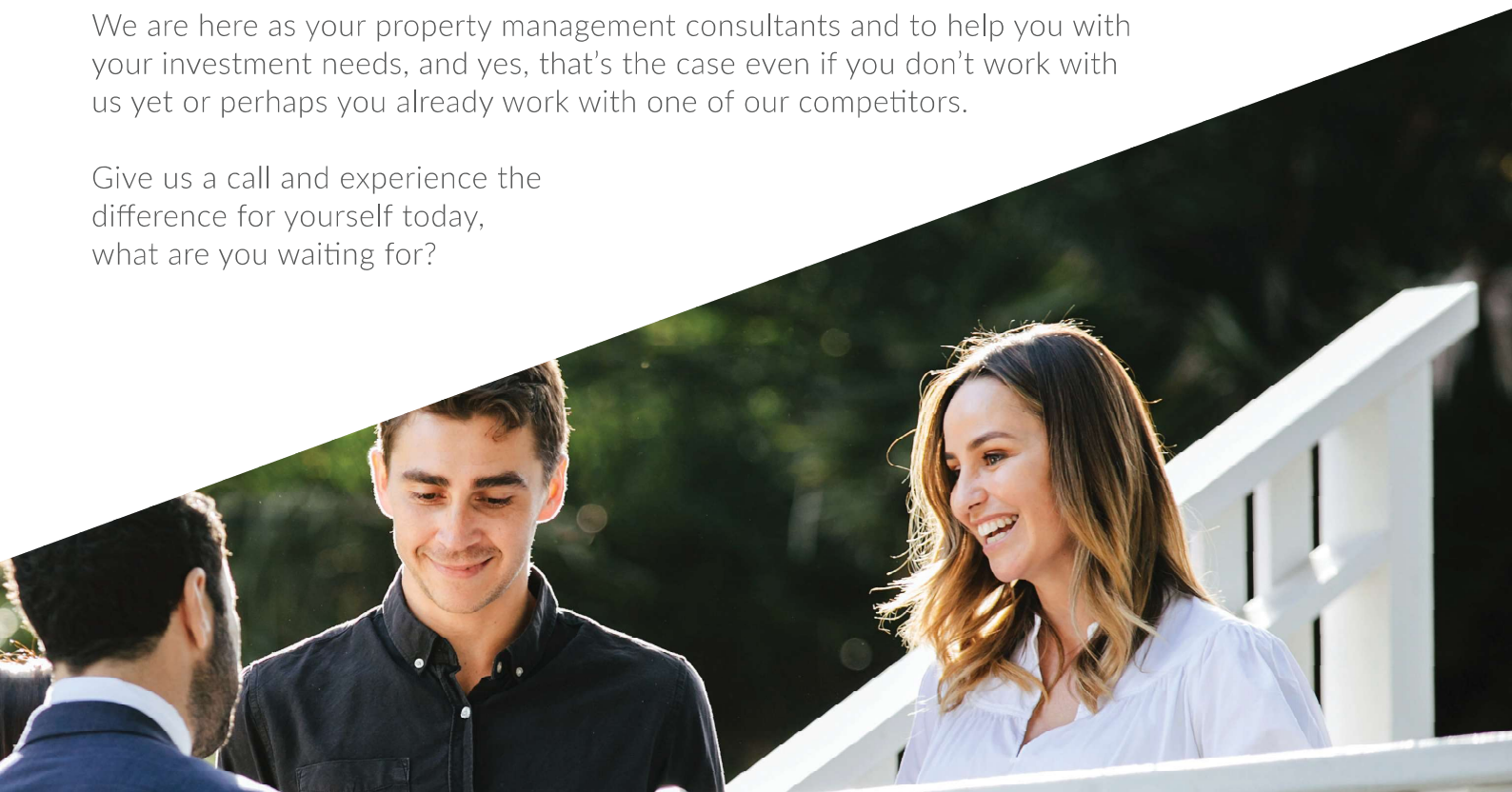
WHY A RAY WHITE PROPERTY MANAGER

- *The experience that comes from our scale and collective strength - with Ray White New Zealand managing a portfolio of around 20,000 properties and a combined asset value of more than \$16 Billion.*
- *Our expert local advice, from local staff and local business owners. All Ray White offices are independently owned and operated by the people who live directly in your community.*
- *Access to a vast network of salespeople and educated sales advice regarding your current investment property, or the ability to help with purchasing another to grow your portfolio.*
- *Our proud representation on the Real Estate Institute of New Zealand property management sector group, providing a clear voice for our clients to help positively influence legislative decision making.*
- *Free mortgage finance and restructuring advice through our sister company, Loan Market, one of New Zealand's largest network of mortgage advisors.*
- *Ongoing training and development supported by the Ray White corporate office in the form of new training resources and live training sessions released each and every month to our network.*
- *Dedicated corporate office support resources, including tenancy law advice and expert tenancy specialists available on call to our property managers at all times.*

Ray White prides itself on being the best and there are many ways we can prove that, however, if you're still on the fence then why not get to know us before you need us.

We are here as your property management consultants and to help you with your investment needs, and yes, that's the case even if you don't work with us yet or perhaps you already work with one of our competitors.

Give us a call and experience the difference for yourself today, what are you waiting for?



PROPERTY MANAGEMENT TEAM



Sarath Prasad

PROPERTY MANAGEMENT TEAM LEADER

📞 +64 21 736 745

✉️ s.prasad@raywhite.com

As the Team Leader for CSI Property Management Limited, Sarath Prasad is responsible for management and accountability for his team of property managers and their growing rent rolls. A long-term property manager himself with a wealth of experience in customer service, Sarath competently leads his highly skilled staff ensuring they are not just helping to maximize the return

on investment for owners but also responsive to tenant needs. Working primarily across southwestern neighbourhoods, the team can and do manage many properties for clients all over Auckland.



Kim Urquhart

PROPERTY MANAGER

📞 +64 21 736 791

✉️ kim_urquhart@raywhite.com

Previously one of Ray Whites top performers, there's not much you could teach Kim about property management. Having spent over two decades in all aspects of the field; from accounts through to management, she loves the challenge and complexity that her job brings. Kim's friendly style immediately puts you at ease; you'll feel as though you've known her for years. In keeping

with her warm personality, Kim derives the most pleasure from the rapport she creates with both owners and tenants; It's an essential quality for anyone joining the Ray White Karaka or Takanini team and one of Kim's top priorities.



Nasir Bhuiyan

PROPERTY MANAGER

📞 +64 21 274 7368

✉️ nasir.bhuiyan@raywhite.com

Ensuring your rental property is maintained to the highest standard possible takes a particular type of person; organised, diligent, knowledgeable, a clever problem-solver won't miss a trick. Nasir Bhuiyan is all of the above, and what's more, he's a master at managing and negotiating relationships. Five years of professional and personal experience in Property and Hospitality Management says so. Describing himself as a family man outside of work, he spends most of his

time with his wife, socialising with friends or heading to the beach. Nasir is also very well travelled and makes a priority of returning home every two years to see his remaining family.



Rozanne Lavea

PROPERTY MANAGER

📞 +64 21 736 975

✉️ rozanne.lavea@raywhite.com

If you're a landlord or a tenant in South Auckland, get ready for a new level of customer care. Rozanne personifies the branch's client-focused culture making them a leading property management force in the area. "Good tenants, great landlords", is Rozanne's motto. Rejecting the traditional goal of simply 'filling vacancies', Rozanne instead chooses to build thriving connections

with owners and tenants alike; a process which allows her to find enduring alliances. "Everyone deserves to be treated with dignity and respect. I believe in relationships, not selling; if you bring the right people together, the rest falls into place."



Colin Wu

PROPERTY MANAGER

📞 +64 21 069 0590

✉️ colin.wu@raywhite.com

Colin Wu brings a great deal of life experience in the general business and sales world to his position as property manager at Ray White, Takanini. His career began in his home country, China, where he worked as an engineer in a textile production centre, testing and approving the quality of yarn and other fabric-related products. Colin moved to New Zealand eight years ago, living locally

and working at first in mechanical parts import and sales, before taking up his current position with the Ray White Takanini branch property management division,



RayWhite

CITY SOUTH GROUP

TAKANINI

rwtakanini.co.nz
09-299 1999

KARAKA & DRURY

rwkaraka.co.nz
rwdrury.co.nz
09-269 0668

**CSI PROPERTY
MANAGEMENT LTD**

csirentals.co.nz
0800 274 736