



SUPPORTING THE MOST VALUABLE HOUSES IN NEW ZEALAND

Ray White has been a proud supporter of Ronald McDonald House (RMH) since 2007 – from golf days, to food drives; garage sales, to cooking for our families in our Houses – you've been there with us every step of the way, ensuring that we can provide a home away from home for Kiwi families when they need it the most.

"Finding New Zealand families the right house is what we do best, so we're thrilled to be able to help families when they need a 'home away from home'."

RONALD MCDONALD HOUSE CHARITIES'

CAREY SMITH, CEO, RAY WHITE



REINZ ACCREDITED RESIDENTIAL PROPERTY MANAGEMENT

Buy West Property Management has successfully achieved REINZ Accreditation.

Not all property management companies are eligible to gain this accreditation, in order to gain it Residential Property Management Agency Members of REINZ must:

- Abide by the REINZ Code of Agency Practice;
- Ensure all agency staff abide by the associated Code of Individual Membership;
- Abide by the REINZ Code of Practice for Residential Property Management and ensure all property management team members (property managers, new business consultants, lettings, administration/ and accounting staff) have the necessary ethics, skills, access to training of documented systems and processes to manage residential properties.
- Have at least one property management staff member qualified in the New Zealand Certificate in Property Management (Level 4) with all property management/ letting staff members either studying towards the Certificate (level 4 - property manager) or completing an equivalent in-house course of study*;
- Provide property management staff with a minimum of 10 hours of continuing education (relevant to residential property management) on an annual basis to continue to retain their Accreditation status.
- Provide an in-house dispute resolution process to handle any disputes from consumers of residential property management services;
- At the time of annual membership renewal, declare that the Accreditation criteria will be followed.



Buy West Property Management

Diane Stevenson is the owner of Buy West Realty Ltd and Buy West Property Management Ltd— members of the Ray White Group. The focus of the business is renting, property managing and selling properties throughout West Auckland. The high profile centrally located office is ideally placed to add strength to the Ray White Group who now have over 140 offices in New Zealand and over 1000 offices internationally in 9 countries.

Diane has been involved in Real Estate in West Auckland since 1990. Her team of property managers and casual letting agents have an excellent mix of enthusiasm and experience and are true property management professionals. We are a great team, the largest in West Auckland, working in the fifth largest city and one of the fastest growing areas of New Zealand.

Whether you own a single investment property or a sizeable portfolio, Buy West offers the best possible management service.

Our experienced team of Property Managers are responsible for all aspects effecting their managed properties including tenant selection, rent collection, maintenance issues, property inspections, payment of accounts, rent arrears, rates payments and Tribunal action.



"We see our role as partnering with you in making your investment decisions, and maximising your wealth from investing in real estate"



Ray White_Know How to create wealth for landlords

Property Management is more than co-ordinating tenancies and rental payments—Its about helping you achieve your financial goals.

Our team is backed by 110 years of market insight, world class systems and market leading training, to help you maximise the returns on your investment property.



What our clients say about us...

My husband & I are thoroughly enjoying our lives without any worries whatsoever as Natalie has taken care of the entire needs of our rental property.

From finding good tenants, all maintenance needs, care of the rent being paid and absolutely every need you could think of Natalie has taken care of everything. Natalie has been so easy to deal with in every way.

My husband & I have owned & managed several rental properties over the years, some of whom we took care of ourselves and then moved on to using property managers as rentals can be very stressful as we found out. We have used other property managers over the years but we have found Natalie to be excellent and are thrilled with the service we have received from Natalie.

Annette Richards

Our rental *property* in West Harbour has been managed seamlessly by Ray White. 52 weeks occupancy a year at a high weekly rent is a fantastic performance by itself. Throw in a well maintained property and we have a winning combination.

Gautam & Rama

We have owned several rental properties for over 15 years and Obayd is by far the best property manager we have ever had. He is exceptional at communication and rings and emails regularly with clarity and is a pleasure to deal with. Obayd treats the properties he manages as if he owns them himself and is always looking after us and our tenants. I would highly recommend Obayd to anyone wanting a property manage that can be totally trusted and that will do an exceptional job managing your investments. I only wish he could manage our whole portfolio from Hamilton to south auckland (not just our central and west Auckland properties)!

Greer and Shoruban Pasupati

Vlad, your prompt response to assist me with finding a Tenant for my property is greatly appreciated, and your following up with the subject is very efficient and friendly. Finding me a tenant within 2 weeks during the Festive period is fantastic. I will definitely have you in my mind when I next need a tenant and will no doubt refer you to any one looking for a tenant for their properties.

Shirley Tan

I have been a client of Ray White Property Management Te Atatu for over 12 years. I have always found their service to be of a high professional standard and considering I live in Perth, Western Australia, it is very easy to communicate with them via e-mail and always get prompt replies to any queries. They are always on top of any maintenance issues and get things done in a timely and efficient manner. I have always had the highest standard of tenants and appreciate the processes Ray White have in place to ensure my property is well looked after. I highly recommend their services to anyone looking for a 'tried and true' property management service.

Philippa Turvey

This is a short note to say how much I appreciate the work that you do looking after our rental properties. As you know I was a property manager for many years and I understand how hard your job is. You are to be congratulated on your performance as a professional property manager. I am happy to have you looking after all our properties and the ones we will have in the future Well done Obayd.

Nancy & Fiona Collis

What our clients say about us...

Ray White Buy West Property Management has managed my rental property for the past 4 years. As I am not living in New Zealand, I have relied on them to keep everything running smoothly. During this time they have not let me down.

They have diligently and professionally, organised maintenance, liaised with the tenants, coordinated inspections and accordingly made sound recommendations in order to keep the house in good condition. They have also ensured that the rent is up to date, organised rent increases when due, marketed the property as a rental and placed new tenants when needed and kept accurate records that I could access for my accountant even 2 years down the track!.

The on-line system is certainly an excellent facility for accessing records. When I decided to sell the property they worked in conjunction with the salesperson to ensure the tenants rights were up-held, whilst still ensuring access for buyers so it could be sold. I didn't have to worry about my property as I knew it was being taken care of and that Buy West was ensuring the tenant and I were fulfilling our respective obligations under the Residential Tenancies Act.

For stress free property management I highly recommend Buy West Property Management – they are very professional and their staff are friendly, helpful and knowledgeable in their field.

Geoffrey Harvey

I have been with Ray White Buy West Property Management Ltd for the last 4-5 years. Their service is really wonderful, they have helped me a lot while I was overseas and couldn't respond to tenant's requests. Gibson has performed really well in terms of inspections, arranging repairs and communicating between tenants and landlord. Most importantly, he can always secure a reliable tenant within a short period.

Xiao Han

Donna has successfully let my property on three occasions and also my sisters property on one occasion. She is a pleasure to work with. Donna has an intuition with people which is invaluable when looking for the perfect tenants. She also seems to know instinctively, exactly what matters most to me as a landlord. Her professionalism and determination are outstanding. The fact that she's a great communicator is just "icing on the cake" ...and it makes everything so much easier! I trust Donna and and respect her greatly as a person.

Jacqui Farry

We have had Obayd manage our property for the last 2 years and have had great communication throughout. He has provided good recommendations when things have come up on the inspections or maintenance matters and has even put us in touch with good reliable trades people when required. He handled our tenant vacating without fuss and had a new one ready for us with a minimum of fuss or delay. We would not hesitate to recommend his service if you need professional and minimal hassle management for your rental property.

Paul and Fiona Crowther

The only thing to do with a rental property is to hand it over to Vlad & team @ Buy West Property Management. And then forget about it. END OF STORY.

Shobha & Janna Herle

Our team

Our property managers are your first point of contact. Their sole purpose is to ensure that your investment property is being efficiently looked after, including inspections, maintenance, rentals reviews and monitoring of arrears. At Buy West Property Management Ltd we are passionate about property management and we endeavor to surpass our landlords expectations. Our team reflects the diverse cultural make up of the greater West Auckland area.



Natalie Hachache Manager 09 834 2845 / 021997092 natalie.hachache@buywest.co.nz

Natalie has a National Diploma in Real Estate (Agent), and a National Certificate in Property Management. She is also a REINZ accredited property manager. For the past 18 years has worked in real estate specialising in marketing, sales and property management. She has dealt with many different aspects of real estate from interacting with clients, listing, marketing, negotiating & selling property to creating/ processing agreements, utilising the computer systems, maintaining websites, creating new marketing strategies, advertising campaigns, running a large property management portfolio and more. In her current role, Natalie manages the Buy West Property Management Department and is the General Manager for both Buy West Property Management Ltd and Buy West Realty Ltd. She draws on her strengths of marketing, negotiation, problem solving, organization & time management, and she is always utilising the latest technology to improve service. Dedicated to providing her clients with a high level of service and professionalism. Natalie's wide range of experience. knowledge and having owned her own investment property portfolio means she fully understands the role and responsibility of managing properties, along with all aspects of property transactions. Natalie can help take the stress out of property investment for you!



Donna Coxon Business Development Executive 09 834 2854 / 021992347 donna.coxon@buywest.co.nz

Donna Coxon is a highly motivated, creative and versatile business/sales manager with over 20 years managerial and client handling experience. She is especially skilled at building effective, productive working relationships with clients and staff, enjoying the challenge of relating to a wide range of people. As an award winning senior sales executive, Donna has always strived to achieve the highest standard possible, at any given task. An effective communicator, she believes strong customer focus, excellent management and negotiation skills are the key to identifying opportunities that will provide successful outcomes for clients and colleagues. Donna has a solid track record of performance, having managed a number of different services for a wide range of clients. These include retail stores, small to medium sized businesses, up to the large corporate clients such as McDonald's Restaurants (NZ) Limited, Dick Smiths NZ and TelstraClear on a national basis. She takes ownership of her responsibility to understand the specific requirements of each individual client, which ensures she gains their trust and confidence in her ability to deliver results. With strong family connections in the real estate industry, Donna has always had a keen interest in the property market. Her role in the fast moving, competitive environment of Buy West Property Management is an exciting opportunity for further growth and development, where her passion to make a difference sets her aside from her competitors.



Kris Brown Business Development Executive 09 834 2843 / 021992035 kris.brown@buywest.co.nz

Kris has been in the real estate industry for 15 years, and caught the property bug early, buying his first property at the tender age of 18 - so he knows and understands the balance between cash-flow and capital growth.

Kris loves what he does! After completing 7 years of residential sales, one of his proudest moments was to be one of the youngest salespeople in NZ to achieve the Diamond achievers award in real estate sales (2007).

After relocating to Auckland in 2010 and specialising in property sales in Western Springs, Kingsland and Pt Chevalier, Kris went on to manage a large portfolio of rental properties spread between Remuera and Kumeu.

Kris draws from all his experiences in order to offer his clients a tailor-made solution to their rental requirements. His experience and knowledge are unquestionable - Kris understands the market and how to make it work for you. If you are looking for someone who gets the job done and isn't afraid to make the tough decisions - then Kris is the person for you!

Our team



Vlad Muhin Senior Property Manager 09 834 2827 / 021620322 vlad.muhin@buywest.co.nz

Vlads background in hospitality, tourism and luxury apartment building management has given him an insight to what it means to provide exceptional customer service to all his client's, landlords and tenants alike. His varied skills have been developed through a diverse range of management experiences, including new client procurement, relationship building and property management. Having an eye for detail, Vlad will take care and pride in letting each property and can take the pressure off you to find the right property or tenants for your investment. "I pride myself on my ability to listen and communicate with people from all walks of life. I am highly dedicated to all my clients, and I stay in constant communication with all parties, ensuring no stone is left unturned in dealing with the day to day requirements of property management - for landlords and their tenants. I am a fun person with a bright and outgoing attitude. I also have an unquenchable enthusiasm to succeed, while enjoying the finer things in life. I speak fluent Russian, English and intermediate Hebrew should you require specialist language skills. " Vlad has 7 years property management experience. He is committed to managing your investment property by taking care of day to day hassles and carefully selecting suitable tenants. "Whether you're looking for someone to manage your property or you're looking for the right home to rent, I would love to help. Please contact me to see how I can assist you with your next rental."



Gibson Lee Property Manager 09 834 2852 / 021880473 gibson.lee@buywest.co.nz

Gibson Lee obtained his BBS degree (Valuation and property management & Economics) from Massey University in 2006. After graduating, he has been working as a property manager with portfolios across CBD apartments, North Shore and Central –West Auckland for over 9 years, and today he believes the strong real estate investment trend is to GO WEST. Gibson can speak fluent Mandarin. He has helped many Asian investors to achieve great investment returns in his property management career; and he is passionate to continuously provide his great customer service and practical advice to his clients. "Any kind of investment is like a business, which needs to be systematically managed to ensure everything goes in the right direction"



Kira Erlikhman Property Manager 09 834 2857 / 021996278 kira.erlikhman@buywest.co.nz

Kira started new to the Property Management Industry with Ray White Buy West Property Management 4 years ago. Kira came to Buy West with 8 years of experience in hospitality, insurance sales and a bachelor in hospitality/hotel management which has given her great insight to what it means to provide exceptional customer service to all her clients - landlords and tenants alike. Having an eye for detail, she will take care and pride in letting each property and can take the pressure off you to find the right property or tenants for your investment. Kira is a hard working person who is committed to providing the best service possible for her clients and strives to make everything run as smoothly as possible. Kira is very passionate about the industry and welcomes new challenges that come her way, whilst always looking to grow her portfolio.

Contact Kira to see how she can assist you with your rental.



Obayd Rasheed Property Manager 09 834 2834 / 021833133 obayd.rasheed@buywest.co.nz

Obayd has Bachelor of Commerce & Property (Conjoint) Degree through University of Auckland. He grew up in West Auckland and attended local schools, and has great in-depth knowledge of local suburbs and their amenities. Prior to joining Ray White Te Atatu, Obayd has 8 years experience in the Finance, Advertising/Media Industry, as well as past Property Management experience - hence he understands the value of delivering excellent service to both Landlords and Tenants. "I endeavour to bring a lot of enthusiasm and vibrancy to this role. My communication is professional and prompt, ensuring clients feel at ease knowing their investment is in good hands. I bring to the role drive, professionalism and dedication. A philosophy of mine: Looking after property as if it were my own! This means selecting the right tenants, ensuring the property is well maintained and also monitoring market rent levels."



- 1. Comprehensive initial inspections backed with photographic evidence
- 2. Access to the best systems for application vetting / credit checking / reference checking
- 3. Educated advice for tenants creating better quality outcomes

- 4. 24/7 Contact
- Ongoing education of legislation updates and requirements
- 6. Minimised vacancy periods through fast online tenant viewing and booking systems
- Meth testing procedures, information and best practice

- 8. Access to the best tenancy law advice and support
- 9. Compliant Tenancy
 Agreements and other
 documentation
- 10. Personalised service offerings to best suit your individual needs and investment ambitions

What value does a property manager provide?

A Ray White property manager can provide you with peace of mind knowing your property is in good hands and that we're doing everything we can for you and your tenant.

Here are a few more of the things we do...

- Zero tolerance for rent arrears
- Management of regular routine inspections and follow up reports
- Comprehensive property maintenance
- Lease renewals
- Regular rent reviews
- Payment and management of property specific invoices
- Advertising your property across multiple online platforms
- Effective and professional property viewings for prospective tenants
- Property recommendations to owner based on practical experience
- Lodging and transferring of bonds
- Thorough and professional communication with all stakeholders
- Tenancy Tribunal applications and hearings attendance if required
- Local area knowledge and expertise
- Health & Safety knowledge and best practice steps
- Your insurance requirements better covered through our risk mitigation procedures

- Professional advertising to best market your home
- Information on minor dwellings what can and can't be rented etc.
- Rental appraisals
- Dealing appropriately with unsuccessful tenants
- Ongoing stress relief for landlords
- Smoke alarm compliance and best practice
- Strong relationships with reliable contractors
- Advice on Insulation requirements and best practice steps
- Management of cleaning and property care
- Liaising with contractors in all maintenance issues
- Budgeting advice and help for tenants
- Mediation between tenants and landlords when needed
- Risk mitigation procedures to protect you, your tenant, and your property
- End of financial year advice and information

- Travel time
- Management and assistance with landlords insurance claims
- Constant updates and access to industry changes and landlord requirements
- Access to preferred supplier discounts from qualified tradespeople
- Monthly financial reporting for landlords with easy to read statements
- The educated barrier between a landlord and tenants (sometimes) competing interests
- Daily rent checks
- Access to sales appraisals and advice if needed
- Access to mortgage advice and re-structuring if needed
- Management of water rates where applicable
- Comprehensive understanding and knowledge of The Residential Tenancies Act 1986

...For your investment you get...

At Buy West Property Management we:

- Are proud to be Real Estate Institute of New Zealand Accredited Property Managers
- Have a combined Real Estate/Property Management experience of over 93 years!
- Ray White and Buy West Property Management are family owned & operated companies!
- Give back to the community It is our pleasure to support Ronald McDonald House.
- Specialise in stress management for landlords!
- Operate a Secure Trust Account.
- Ensure Full Transparency Our Landlords have access to their rental accounts 24/7 via our owner login facility
- Offer a free letting & casual letting service.
- Use professional tradespeople.
- Provide landlords with 1 point of contact at our company for all services.
- Have a large team to provide support and coverage if a property manager is sick/on holiday etc 4 experienced Property Managers, 2 Business Development Managers, Department Manager and administration staff.
- Have great property management software that is is continually being developed to streamline our quality of service to landlords.
- Have excellent systems and processes in place to ensure that any issues that may arise are quickly identified and resolved in a timely manner.
- Have access to professional legal advice on Tenancy matters so we can take the right course of action at no extra cost to the property owner.
- Make payments to our Landlords twice monthly.
- Produce an end of financial year statement for our owners which they can give directly to their accountant without the need to hunt through for old invoices!
- Undertake regular training sessions to up-skill.

Our property managers commit to:

- Take prompt action eg. if we get a notice to vacate we advertise the property for rent again straight away.
- Advertise all our properties on buywest.co.nz, raywhite.co.nz, raywhite.com, realestate.co.nz, hougarden.co.nz, trademe.co.nz and oneroof.co.nz —so the available properties are there for prospective tenants to see any-time, day or night.
- Make it easy for potential tenants to book viewings for properties through Viewing Tracker.
- Undertake rigorous tenant checks prior to accepting tenants including references, credit checks through
 Equifax (VEDA) and Centrix, a background check including a check of the Ministry of Justice database for old
 Tenancy Tribunal orders, The Ministry of Justice Fines database, Violent Offenders database, District Court Decisions, Media data, Insolvency data, Company Information & the TPS Credit Control Default Data plus the TPS
 website where other property managers load good & bad tenants.
- Contacting our partner company, Moving Hub, who will organize for our tenants power/ gas/ phone/ internet/ pay
 tv to be connected & can even organize the moving truck! Making it easier and less stressful for our tenants to
 move house.
- Carry out thorough inspections on each property 4 times per year, then accurately report back to the owner including photographs & organize any quotes/ maintenance work required, or promptly take action if the tenant needs to remedy something.
- Source competitive pricing from our Tradespeople as we use them on a regular basis.
- Run a "Zero Tolerance Arrears Policy" making sure on a daily basis that the rent has come in & take immediate action if it has not.
- Attend mediation and the Tenancy Tribunal (court) on behalf of our owners when required.
- Get to know our landlords so we can tailor our services to meet their specific needs and requirements.
- Aim to establish the right level of communication for each of our landlords.
- Welcome feedback on our services to ensure we are continually meeting our landlords' expectations.
- Access the knowledge of the sales team in our office if you choose to sell your property or want to add to your portfolio.
- Offer free rental or sales appraisals when you need them.
- Organize whole house redecoration if required.
- Conduct regular rent reviews & will advise you when you should increase the rent.

Commercial Property and Asset Management Services

We manage your property like it's our own. We constantly look at strategic value-add initiatives to improve your property's capital value whilst driving your investment and maximising its returns.

Our specialist management team negotiates on your behalf to generate maximum return to you for every lease and tenancy, always focusing on improving your yield.

You can rely on us to manage your administrative processing and reporting as well as protecting and growing your asset at all times.

We manage all repairs and maintenance, establishing and negotiating maintenance contracts to reduce outgoings. We proactively rectify issues before they become problematic and undertake regular reviews, using our group buying power to improve cost efficiencies.

We understand and have thorough working knowledge of commercial property legislation to ensure your legal obligations are managed. We also keep abreast of legislative changes by way of professional development courses.

Our aim is to tailor our service to your requirements and investment goals.

One of the greatest ways to increase the value of commercial real estate is through good property management. While buying a property at the right price is critical, what you do with it after the purchase is often more important.

Our property managers commit to:

Thorough screening of prospective tenants.

In addition to conducting an interview, have candidates fill out an application that includes information to enable a credit and background check, income information, current and former landlord contact information, and personal references.

Keep tenants happy

It is very difficult and expensive to find new tenants for commercial properties. Therefore the best way to maintain income is to keep existing tenants from leaving. Maintaining a positive tenant relationship involves regular communication, anticipating their needs, and being proactive.

A safety first mindset

Tenants want a place that has a reputation for being safe and secure, so we make sure your property meets the requirements of health and safety standards.

Maintain the property

The appearance of a building is important for a business's success and tenants pay more for better maintained properties. Well maintained properties have higher rent and lower turnover.

Inspect and Improve the property

Carry out the necessary inspections. The best way to increase the value of a property is by making targeted improvements. Since the value of a commercial property is derived solely from the income it generates, it is easy to quantify the value of an improvement based on the potential increase in rent.

For example, if an upgrade costs approx. \$20,000 and it's expected to increase the rent by \$750 per month (due to increased rental rates or filled vacancies), not only will you get your money back in two years, but that minor upgrade increased the value of the property by \$150,000 (at an 8 percent cap rate)!

Know our product

Managing commercial real estate requires specific knowledge about that product type. Retail, office, and industrial properties each require different skill sets, understanding of your customer, and maintenance expertise. Know what amenities our tenants require, what services we're expected to provide.

Know the leases inside and out

One of the greatest ways to increase property value is through diligent analysis and follow through of the lease provisions in place. There are many provisions in leases that either allow the owner to collect more money or the owner to bill back expenses. Having a clear understanding of each lease and the diligence to follow through during the entire period, will significantly increase its value.

Have an asset management plan

Like any investment, commercial real estate should involve a plan. Each property should have its own strategy. Why are you investing in that property? What is the upside potential? How do you achieve it? What is your holding period? Five years? Ten years? Twenty years? How does your holding period affect the investments you make in the property? How do you achieve optimal value (cash flow or sale value depending on strategy) during your holding period?

Why Choose Us?

Because we respect that our investors have choices!

We see it often, landlords intending to save money by managing their property themselves or selecting their property manager on lowest price, not highest service level.

Are you aware of the potential risks to your property, income and sanity by not having the expert knowledge that will protect you? This is what concerns us at Buy West Property Management, landlords falling into the traps and legal pitfalls that repeatedly prove time consuming, stressful and financially expensive.

Property Management could also be called Risk Management. With Amendments to the Residential Tenancies Act in October 2010 and Regulations in 2016, plus the changes in the Health & Safety at Work Act 2015, there are onerous requirements on landlords and harsh penalties for not complying with these laws. It is our role to make sure the best business practices and services are received by both landlords and tenants. They appreciate that this level of service and attention to detail makes for successful relationships.

Thinking of D.I.Y Property Management?

- Are you familiar with the latest requirements of the Residential Tenancies Act and the potential financial penalties up to \$50,000 incurred by landlords relating to failure to meet these requirements relating to inspections, access, notice, repairs and maintenance?
- Do you receive the benefits that the latest technology provides daily to effectively track rent payments, monitor arrears, plan inspections and control repairs and maintenance?
- Do you have contracts with trusted tradespeople who provide top service at the best possible rate for their services?
- Do you receive any discounts to savings in advertising rates in multiple forums when your property is vacant?
- Do you have the time to check daily rent on payments for your portfolio, address maintenance, have keys cut, provide new swipe cards, and attend viewings after hours?
- Are you familiar with the latest fluctuating market rent rates and how to achieve the premium rent for your property?
- Do you have access to thorough credit check facilities? Initial tenant selection is crucial!
- Do you work with landlords and tenants every day staying on top of trends and policies?
- Do you attend training or conferences regularly to keep up to date with expert industry knowledge?

We don't want to see any landlord experience the difficulties that not being proficient in the complexities of property management can incur. If you are having trouble with any rental situation and would like to discuss how to achieve a resolve, we would be happy to assist you.

Ray White manage nearly 18,000 properties throughout New Zealand!



Experience the difference!
Contact the Buy West Property Management Team today!