

**RayWhite**<sup>®</sup>

# Information Guide

For Landlords

**Best** *in the* **Bays**  
Property Management

Property management is more than coordinating tenancies and rental payments – it's about helping you achieve your financial goals.

Our offices are backed by 115 years of market insight, world class systems and market leading training to help you maximise the returns on your investment property.

## Best *in the* Bays Property Management



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# Welcome

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Choosing to have your property professionally managed is a big commitment. Whether it's the family home or part of a multi-million dollar investment portfolio, you need to be sure your asset is being maintained to the highest standard.

Ray White understands the need to ensure our client's peace of mind by better educating all of those involved in the property management process. For that reason, we've developed a series of information guides for tenants and landlords - to make sure all of our customers are familiar with the property management services that we provide and the various processes that we must adhere to.

# What kind of Landlord are you?

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We realise that every landlord is different, with different needs, different investment motivations and even different expectations of a property manager when it comes to managing their investment property.

There is no such thing as a 'one size fits all' mentality when it comes to investing in property and this is what we instill in all our property managers.

Communication between all parties is the key, and we believe this is one of the most important tools for us to effectively look after your investment in a way that suits you.

For this reason, we like to discuss the following questions - to help us customise our service to your requirements. This helps ensure expectations are set and continue to be met, throughout our working relationship.

- What is most important to you in respect of how your property is managed?
- How often would you like to hear from your Property Manager?
- How would you prefer us to contact you? Phone, email, text?
- Are there any chattels at the property we need to be aware of or that you are considering adding?
- Do you have any concerns around the management of your property now or in the future?
- Have you ever used the services of a property manager before, and if so what did they do well and what could they have improved upon to suit your needs better?
- Do you have an investment goal or strategy?
- Are you interested in ongoing advice on how to grow your investment portfolio?
- Who would you like us to contact in an emergency situation if we are unable to reach you?
- Do you prefer a low or high level of communication from us around minor issues or updates?
- Do you understand the importance of ongoing property maintenance and how this can affect your investment return?
- Do you have a landlord insurance policy?





# Getting your property ready to rent

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The key to getting the most out of your investment property is approaching the process in a business like and professional manner. This ensures all obligations are met and that your property is clean, tidy and functional before a tenant is found - increasing the likelihood of securing the best quality tenant in the shortest possible timeframe.

We ask that you consider the following questions when considering having your investment property rented and managed.

## Would your property be considered 'reasonably clean'?

The Residential Tenancies Act 1986 (the Act) requires a property to be provided and left 'reasonably clean', however, this can mean vastly different things to different people. For this reason, we prefer to help set higher expectations and standards for both our landlords and tenants in order to achieve better long-term outcomes, such as recommending that all properties are professionally cleaned prior to advertising.

## Does your property meet the expectations of the market?

Think about how your investment compares to those currently available and how this aligns with your own price expectations. Do the features and benefits of your property stack up against the competition and target market for the area in which it is placed?

## Are all appliances, fittings, fixtures and chattels in good working order?

Possibly one of the greatest areas of surprise for landlords is the amount of maintenance required in the initial stages of a tenancy, often caused by a lack of understanding around what is legally required.

Any chattel provided with the property when rented must be in working order. These can include such things as: oven, dishwasher, fridge, door handles, window handles, garage doors, taps, wardrobe doors, incinerators, alarms, drainage, clotheslines, light bulbs - the list goes on. Ensuring this is done prior to the start of a tenancy can save you time and money.

## Are the grounds and gardens well maintained, or at the very least usable?

Unless otherwise stated, general lawn and garden maintenance is the responsibility of the Tenant, however ensuring these are well maintained throughout the initial viewing process helps secure the best possible tenants and sets the standard for ongoing maintenance.

## Does the property being rented comply with all regulations?

Landlords need to be broadly aware of health-related and safety-related requirements under the following laws:

- Building Act 2004 and the Building Code
- Health Act 1956
- Housing Improvement Regulations and bylaws made under the Local Government Act 2002 (These are set by individual councils.)

Landlords must ensure that any property in which tenants are placed are fit to rent and approved by the local council for long term habitable accommodation. This can cause issues in some properties where alterations have been made, or minor dwellings adapted at a later date after the property was initially built (even when signed off by the local Council).

The risks for landlords are significant if a tenant is placed in a non-compliant property or dwelling. We strongly recommend that all investors are certain their requirements are being met.

More information can be found by searching 'laws and bylaws' on the Tenancy Services website ([tenancy.govt.nz](http://tenancy.govt.nz)), contacting your local Council or speaking with a Ray White property manager.





# The property management process

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## Setting the rent

Our goal is to help you capitalise on your investment and ensure you receive the highest possible rent in the shortest possible time - while also considering your desired tenants and how to effectively reach them through the strategic pricing of your property.

**We look at many important factors when advising our landlords on a suitable rental figure, including:**

- The number of similar properties currently available and how this will affect demand.
- The advertised prices of comparable properties and how long these have remained available.

- Current rental demand and external factors that may affect demand during the advertising process.
- Statistical data available such as rental statistics released through The Ministry of Business, Innovation and Employment.

Once the rent has been set, we closely monitor the market response. If an adjustment is needed, this is discussed with you before any change is made.

Rent reviews should be conducted no less than once every 12 months and landlords are notified of our advice and findings from any review before making any adjustment to the current rental figure.

## Marketing your property

We put a strong focus on securing the highest quality tenants for our landlords through the use of proven marketing techniques and rigorous tenant selection procedures. This includes promoting your property through the following marketing channels:

### Internet

Advertising your property online allows us to reach potential tenants on a 24/7 basis. Furthermore, if a current tenant gives notice to vacate we are able to display your property online almost immediately, maximising exposure to the market and minimising vacancy periods for our landlords.

**Your rental property is advertised on the following sites:**

- Trademe.co.nz
- Realestate.co.nz
- Raywhite.com
- Raywhite.co.nz (and local office website)

We can simultaneously load your property listing onto a minimum of four different online portals. In some cases (such as TradeMe) the property is advertised online within minutes of being loaded into our exclusive MyDesktop system. This gives us a distinct timing advantage - with some businesses, this process can often take anywhere from 12-24 hours.

## Rental listing brochure

Most offices still use a weekly 'For Rent' brochure with great success. This includes photos and information of properties currently available and is displayed prominently in the office for prospective tenants, and walk-in enquiry.

### Tenant databases

We ensure the details of any high-quality applicants are kept and added to a prospective tenant database so when a new property becomes available a tenant and property can be matched immediately.

By having access to this database we can minimise vacancy periods.

## Walk-in enquiries and referrals

The size of our national network and our reputation in the marketplace means we receive a large number of walk-in enquiries to our various locations.

With more than 115 offices in New Zealand currently providing property management services, prospective tenants can easily speak with a property manager in person, who can suggest a suitable rental property. If the property manager does not have a fitting match, they can easily contact other Ray White offices in the area to help facilitate the process. This geographic reach, and network of tenants greatly benefits our landlords by minimising vacancies, and therefore increasing the return on your investment.

## Tenant selection

Getting the right tenant is arguably the most important part of the tenancy process. Landlords require a tenant who is stable, respectful of the property and financially sound. We combine our experience with comprehensive tenant checks to ensure any risks associated in tenant selection are greatly reduced.

### The process involves:

- Meeting all prospective tenants at the property.
- Ensuring every applicant completes a detailed application form, including providing numerous references and emergency contact numbers (which can prove invaluable later on in the relationship if required).
- Conducting credit checks and tenant database checks through a reputable agency to get confirmation of a prospective tenant's credit and rental history.
- Conducting thorough checks on every applicant's history which can include; employment verification; landlord references; driver's licence and passport details; and previous Ministry of Justice tribunal orders.

In addition to the checks listed above, our property managers also have the added benefit of skill and experience when it comes to selecting a tenant - through meeting thousands of prospective tenants every year. This exposure can prove invaluable and hones our skill (and 'gut-instinct') in assessing prospective tenants - which can often mean the difference between seeing a tenant application for what it really is and selecting the best possible option for our landlords.

## The Tenancy Agreement, bond and initial inspection

### The Tenancy Agreement

As each property is unique, we do not use generic tenancy agreements. Instead, we adapt each agreement to cover the individual needs and requirements of each property, further protecting and maximising your investment for the long term.

We also provide each tenant with our comprehensive Tenant Information Guide explaining their obligations and the expectations we set around their tenancy.

The inclusion of an insulation statement is now a compulsory component of any tenancy agreement. In this, landlords must disclose whether there is insulation in the property, where it is, what type it is and what condition it is in. A Ray White property manager can provide advice on how to assess your property or who can provide you with this statement to ensure all requirements are met. If managing your investment property we can take care of this process for you to ensure all your legal requirements in this area are met.

### The bond

The Act allows for a maximum of four weeks rent to be collected from the Tenant as a bond against the property. We ensure these funds have been received prior to handing over any keys to the property and that the bond is lodged with the Ministry of Business, Innovation and Employment within the required time frame.



## Rent collection and arrears

We understand your investment is a business transaction and loss of income can cause you not only financial strain but personal stress. Therefore, we have a zero tolerance policy for rent arrears and do not tolerate late or missed payments by our tenants. This policy is carefully explained to all tenants at the start of the tenancy to avoid any misunderstandings that may arise at a later date.

All initial rent payments are due prior to the start of the tenancy, with automatic payments being the most common payment method to ensure the security and timing of each and every future rental payment. Rental payments are reconciled and allocated daily.

**In the event that a tenant does miss a payment, then the following steps are taken:**

- We will immediately contact the Tenant by phone or text to request the funds in arrears be paid right away and a 14-day notice of breach letter is issued.
- If payment is not received after contact has been made, and a breach notice sent, then an application is made to the Tenancy Tribunal for a mediated hearing. This will enable a monetary court order to be granted against the Tenant(s) and in some cases, possession of the property will be requested.

At all times our staff are proactive in keeping on top of errant tenants, however, if you wish to find out more about an office's specific arrears policy please contact your Property Manager directly.

## Inspections

To safeguard your investment our property managers follow a systematic inspection programme outlined below. Once a routine inspection has taken place you will be provided with a comprehensive report which will also highlight any maintenance issues that may require attention.

Regular property inspections are crucial to safeguard your property and are the most effective way of ensuring tenants are meeting their expectations as outlined in their tenancy agreement.

### Moving in

All landlords are given a full property inspection report that is completed prior to tenants moving into the property. This initial inspection ensures the condition of the property is accurately recorded for future reference.

Ray White property managers are advised to support the written report with a suite of photos (and in some cases videos) as additional documentation of the property's condition at the start of the tenancy. This information is essential in order to track the ongoing state of the property and can also be used in the case of any disputes.

### Routine inspections

Routine inspections are generally carried out every three months, and not less than four times per year. Most home and contents insurance policies require a specific number of inspections to be completed per year. We advise all landlords check their policy wording and advise their property manager of the frequency so as not to void their policy.

### Moving out

When a tenant vacates a property a detailed final inspection is always completed prior to any bond being released back to the Tenant. This inspection report and associated photos are compared to all initial inspection findings and landlords are advised immediately of any possible disputes, changes or damages that may need to be rectified.

## Repairs and maintenance

Our aim is to return as much of the rental income to you as possible, however, at times, maintenance must be carried out. This is just as true for your investment property as it is for your own home.

Providing ongoing care and maintenance to a property is in the best interests of all landlords to ensure rental levels remain consistently high in relation to the market, and that quality tenants are attracted to the property.

If we do not complete required maintenance on your property in a timely manner there is a chance that smaller problems become more serious and costly. This may affect our responsibilities and obligations in maintaining the property for the tenant as outlined in the Act.

Repairs to your property are carried out up to your pre-approved disbursement level. You will be consulted prior to any repairs and maintenance taking place over and above this level. In situations where the repair is defined as 'urgent' under the Act, work must be attended to in a timely manner as it can also affect the obligations we must honour as part of the Tenancy Agreement.

Ultimately we will not spend a single dollar on your property unless there is sound cause to do so.

## The end of the tenancy

When a property manager receives notification that a tenant wishes to vacate the property we will confirm the details in writing to you, outlining the next steps to ensure your property is tenanted as quickly as possible.

Your property will be listed as available for rent immediately unless otherwise advised by you (see 'Marketing your property' earlier in this section).

We will also take care of all the documentation necessary to end the tenancy, and will arrange to work in with the existing Tenant (if applicable) for any property viewings from new prospective tenants.

A 'final inspection' will be carried out to ensure your property has been left in good condition, taking into consideration fair wear and tear for which a tenant cannot be held liable - see examples below.

### Common examples of fair wear and tear where tenants are generally not liable

- Faded curtains or frayed cords
- Furniture indentations and traffic marks on carpets
- Scuffed wooden floors
- Faded or cracked paint
- Loose hinges or handles on doors or windows and worn sliding tracks
- Cracks in the walls from building movement
- Water stains on the carpet from rain leaking through the roof or bad plumbing

### Damage for which the tenants may be liable

- Missing, damaged or torn curtains - either caused by the Tenant or their pet/s
- Stains or burn marks on carpets
- Badly scratched or gouged wooden floors
- Unapproved paint jobs or large areas of damage e.g. from posters being ripped off walls
- Broken window glass e.g. from a flatmate or child hitting a ball at the window
- Holes in the walls left by tenants removing picture hooks or shelves they have installed
- Water stains on the carpet caused by overflowing bath or indoor pot plants

Once a tenant has vacated and the final inspection has been completed we will ensure the bond refund is processed and any final deductions for rent, utilities or damage are covered.

In the rare occurrence where the bond does not cover any outstanding amounts due, your Property Manager will lodge the debt with the Tenancy Tribunal and seek to recoup the outstanding funds through a sealed District Court order and any associated debt collection work that may be required.

## Selling or moving back into your property

Circumstances can change and at any time you may need to sell or move back into your property. As each tenancy agreement is different, it is essential that landlords advise us as soon as possible of any change in their situation so that the appropriate and required notice is provided to the Tenant.



### **Periodic tenancy**

A periodic tenancy can be terminated so long as the correct notice is provided to the Tenant.

In the case of a property sale, the Tenant must be given 42 days' written notice to vacate (allow an extra four days for delivery of the notice), and only once the sale of the property has become unconditional.

Should the Landlord or a family member wish to move back into the property, 42 days' written notice must also be provided to the Tenant.

It is worthwhile to note a property owned by a Family Trust or company (LTC) cannot have 'family' members by its very nature. Where ownership is by way of these, 90 days' notice in writing is required.

In all other cases the Landlord must give the Tenant a minimum of 90 days' notice to terminate a periodic tenancy, and no reason needs to be given to the Tenant in such cases.

### **Fixed term tenancy**

A fixed term tenancy guarantees the property to your Tenant for the term outlined in the Tenancy Agreement and supersedes the sale of the property or the owner or family members moving back into the property. For example, should the property be sold, and the buyer wishes to occupy the home, they may not move in until the completion of the tenancy, unless the Tenant agrees otherwise.

# The changing face of residential property investment

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Many New Zealand landlords choose to self-manage their investment properties without necessarily understanding the risks to themselves and their tenants. In reality, managing your own rental property isn't the easy or simple process that many investors believe it to be.

The property management industry continues to see significant legislative changes that affect the way we must manage our tenants and the homes they live. Any investor must be up to speed with these changes as there are many possible fines and risks associated with not fulfilling your obligations.

There are now numerous areas in which landlords need to be educated in order to safeguard both their tenants and their investment - which can include:

- Insulation and smoke alarm requirements that may require upgrades or changes to your investment property as well as inclusions to tenancy agreements that are now legally required.
- Insurance changes and policy requirements mean that while landlords may have a policy, they may not have the cover necessary to make a claim (if required - or their cover may not be as comprehensive as they first thought).
- Methamphetamine and the damage this can cause to the health of your tenants and the integrity of your property, not to mention the significant insurance risks and loopholes.
- Health and safety requirements for all landlords (under the Health and Safety at Work Act 2015) especially considering landlords are now classed as a Person Conducting Business or Undertaking (PCBUs).

## Insulation and smoke alarm requirements

Changes brought into the Act now dictate specific requirements for rental properties in regards to insulation and smoke alarms. These changes to the tenancy law aim to make homes warmer, drier and safer.

Your Ray White Property Manager can assist with education and support around how these changes will affect your investment property, as well as organising any work that may be required to ensure your investment property is compliant.

### All residential tenancies must now meet the following criteria:

- All rental properties must have an adequate number of working smoke alarms that are of the right variety and located in the right place.
- All tenancy agreements must include a statement of insulation relating to the property.
- Any replacement or installation of insulation in a rental property meets the required standards.

### Additionally, from 1 July 2019:

- All rental properties must have underfloor and ceiling insulation meeting the required standard (where it can practically be installed).

## Q&A: The Residential Tenancies Act 1986 insulation and smoke alarm requirements

### How will I know if I need to upgrade my insulation?

Rental properties that already have insulation installed must be upgraded if the ceiling and underfloor insulation do not meet the R-value levels set out in Table 1 below, at the time the insulation was installed.

#### Level of insulation below which rental properties must be upgraded (product R-values)

Timber-framed minimum	Masonry minimum
Ceiling R 1.9	Ceiling R 1.5
Underfloor R 0.9	Underfloor R 0.9

Table 1

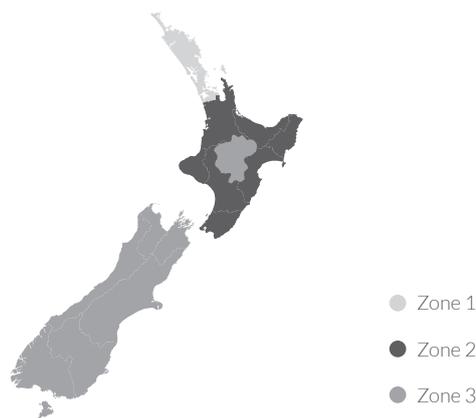
These levels approximate the requirements for new properties built between 1978 and 2001.

If the insulation has become compressed, is damp, damaged or is incomplete it must be upgraded to meet the requirements as shown in Table 2.

### What level do I need to upgrade my property to?

All rental properties that currently have no insulation in ceilings and underfloor must have new insulation installed - to levels that have been set to approximate the current Building Code requirements for new homes.

The adjacent map illustrates the Building Code climate zones that the table refers to, with Zone 1 being the warmest areas and Zone 3 the coldest.



#### Minimum new and topped up insulation requirements for rented homes (product R-values)

Zone 1 & 2	Zone 3
Ceiling R 2.9	Ceiling R 3.3
Underfloor R 1.3	Underfloor R 1.3

Table 2

### When will landlords be required to insulate rental properties?

There is a two-stage approach for landlords to implement the insulation requirements:

- Social housing providers (housing where tenants pay an income-related rent for a Housing New Zealand Corporation (HNZC) or community housing provider homes) by 1 July 2016; and
- The remainder of the residential rental market (including boarding houses) by 1 July 2019 - The vast majority of Ray White managed properties would fall under this requirement. (Local authority housing and housing owned by Government other than HNZC (for example, properties owned by school Boards of Trustees), will be required to comply with insulation requirements by 1 July 2019.)

## Can landlords install insulation themselves?

Landlords are able to install their own insulation, however, if a landlord installs the insulation incorrectly they could face insurance and liability consequences.

Please note that throughout the installation, standard tenant access requirements apply as set out in the Act.

Your Ray White Property Manager can engage the services of professional installers to ensure your property is compliant, while reducing health, safety and quality assurance risks.

## Are any properties excluded from having to meet the new insulation requirements?

The following three categories of residential rental properties are excluded from the insulation requirements in the regulations:

- A property where it is not practical to retrofit insulation due to the physical design or construction of the property, but only until such time as access to these spaces becomes possible.
- Where, within 12 months of the commencement of a tenancy, the Landlord intends to demolish or substantially rebuild all or part of the property, and can provide evidence of having applied for the necessary resource consent and/or building consent for the redevelopment or building work.
- Where a property is purchased and immediately rented back to the former owner-occupier in which case a 12-month exemption will apply from the date of purchase.

## What are the requirements around smoke alarms?

The new smoke alarm standards will require a minimum of one working smoke alarm within three metres of each bedroom door. In a self-contained sleep-out, caravan or similar, a minimum of one working smoke alarm will be required. In a multi-level unit, there must be a working smoke alarm on each level.

The Landlord must ensure that the alarm is operational at the beginning of each new tenancy. The Tenant will be responsible for changing batteries during their tenancy.

## When do smoke alarms need to be installed?

Smoke alarms are now a legal requirement and must be correctly installed in all rental properties. Significant fines can be placed on any Landlord who does not comply.

## What type of smoke alarms are compliant?

Long-life photoelectric alarms are required under the regulations and must comply with at least one of the following manufacturing standards:

- Australian Standard AS3786:1993
- United States UL217
- Canada ULCS531
- United Kingdom BS5446: Part 1 / BS EN 14604
- International ISO12239

Smoke alarm placement and function must comply with both of these standards:

- NZ Building Code NZ4512
- RTA 2016

Landlords are also required to ensure that the audibility meets code standards (i.e. 85 + decibel output at a range of 3 metres, and no less than 10 decibels auditory fall-off behind a closed bedroom door).

## Who's responsible for keeping smoke alarms in working order?

Both landlords and tenants have their own responsibilities to keep smoke alarms working. Landlords must make sure the smoke alarms are always in good working order at the start of each new tenancy, including having working batteries.

Tenants must replace expired batteries during the tenancy (where battery operated smoke alarms are installed).

Tenants must not damage, remove or disconnect a smoke alarm and that includes removing the batteries, unless it is to immediately replace expired batteries. A tenant who does not comply is committing an unlawful act, and may be liable for a penalty of up to \$3,000.

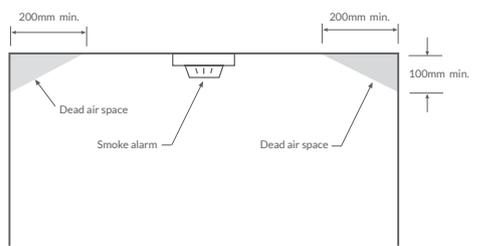
Tenants must also let the Landlord know if there are any problems with the smoke alarms as soon as possible.

## What are the rules around the installation and location of smoke alarms?

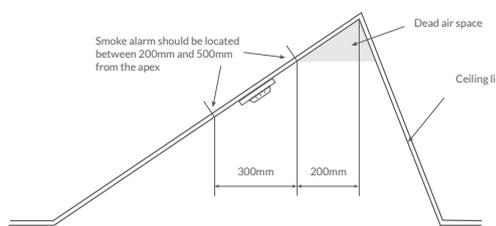
All smoke alarms must be properly installed by the Landlord in accordance with the manufacturer's instructions. Landlords should not give smoke alarms to the Tenant to install.

These illustrations from New Zealand Standard NZS 4514:2009 show best practice for placing smoke alarms in homes depending on their different construction styles.

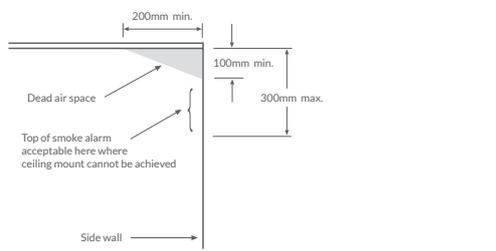
*\* All information stated is correct at the time of printing.*



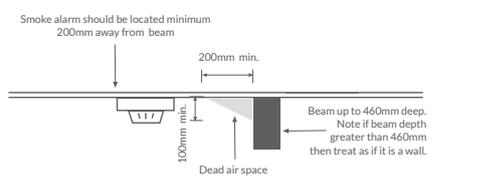
Dead air spaces: Ceiling mount with exposed airflow



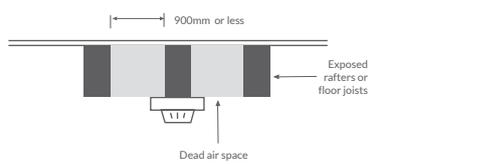
Dead air spaces: Ceiling mount - sloping ceiling



Dead air spaces: Ceiling mount not available



Installing smoke alarms - exposed beams (or other ceiling obstructions)



Installing smoke alarms - exposed rafters or floor joists

## Insurance

Many investors do not have the specialist landlord insurance cover needed to protect their property against all possible outcomes (including loss of rent, intentional damage, etc). Often, simple extensions to existing policies can prove inadequate when claims are made.

We advise that Landlords review the wording of their policy and consider the implications on any possible future claims.

An example of just one insurance change landlords should be aware of is the recent precedent setting court case (Holler vs Osaki) which has changed the way that the Tenancy Tribunal views tenant liability for accidental or careless damage caused to the property they inhabit.

Accidental or careless damage had previously been a tenant responsibility. Changes mean that now, where landlords are insured against loss or damage to their property and the loss or damage was caused by an accident or even negligence, the Tenant has the benefit of using the landlord's insurance to remedy this.

Insurers and landlords cannot recover any loss from the tenants, including excess amounts required under any existing policy cover the Landlord may have.

These changes are significant and illustrate the importance of having appropriate insurance cover.

Through the use of a Ray White property manager, landlords have access to specific and robust insurance - only available to those who use an accredited property manager. It is this insurance (which differs to your everyday home and contents) that is likely to offer the most comprehensive cover. This insurance covers specific tenancy related issues, and can include cover for loss or rent due to arrears, tenancy abandonment, intentional malicious damage - while providing other benefits such as lower, or less frequent, excess costs than many generic landlord insurance policies.

Investors who utilise a Ray White property manager can rest assured they have access to the best possible cover for any unfortunate situations. It's just one of the many benefits involved with having your property professionally managed.

## Methamphetamine

One of the most topical issues currently facing New Zealand landlords is that of Methamphetamine, or 'P' as it is commonly known. It's important for all investors to understand their responsibilities around this issue as well as the very real risks it can present for you, your tenants and your property.

### What do landlords need to know?

Methamphetamine is an issue that isn't going away anytime soon, with a recent Ministry of Health survey stating that at least 1% of the general population would class themselves as a 'regular user' - and this number is increasing.

Damage caused through the use and production of this drug can lead to serious health problems for those who inhabit contaminated properties as well as significant financial implications for owners of affected properties.

Insurance companies across New Zealand are reacting to the ever increasing claim numbers and have implemented many changes in this space over the last 12 months, including increased cost of premiums for landlords, higher excess amounts, and a lowering of claim caps to levels where in many instances your cover may not pay for all remediation costs.

### What are the best practice steps for landlords?

Whilst there is no law stating that Methamphetamine testing is a requirement for landlords, we advise that pre-tenancy baseline testing is the most effective step to help protect you and your investment.

A baseline test is the only real way to pick up on any drug presence prior to a tenancy beginning and at the tenancy's conclusion, a negative result will ensure you're positioned correctly to help place liability and financial repercussions associated with contamination onto those who caused it.

A lack of baseline testing makes it incredibly hard to prove liability of tenants.

Prevention also stems from adequate tenant selection and initial vetting of all applicants who may apply to rent your investment property. It is also crucial to use correct tenancy agreements that allow you to test for Methamphetamine during a tenancy if required (where correct notice is given). Unfortunately, many landlords may not be using the most up to date agreements which allow for this.

### What are the different methods of testing for Methamphetamine?

There are varying methods of testing properties for methamphetamine contamination. Each method has it's own place depending on the situation and cost etc, and it's important that you understand the differences prior to testing.



### Field Composite

- Individual samples are collected and combined as one sample in one tube and sent to a lab.
- Result given is a combined total for all samples.

#### Advantages

- Lower upfront cost for the tester/Landlord.

#### Disadvantages

- As a cumulative result, it can be misleading and alarmist.
- All further testing requires site visits.
- Landlord incurs unnecessary cost and time delay.
- Remediation activities are delayed.

### Lab Composite

- Swabs are individually collected in the field and sent to the lab in their individual tubes.
- Lab will take sample from each tube and test for one combined result showing an average reading.
- If presence is detected, further analysis on individual samples can easily be undertaken.

#### Advantages

- Samples can be separated and analysed individually without returning to site.
- Lower costs to undertake further analysis on samples.
- Faster turn-around time to have clear view of problem and location(s) enabling quicker remediation.

#### Disadvantages

- Higher upfront cost for the tester/Landlord.

### Individual Samples

- Swabs are individually collected in field and sent to the lab in their individual tubes.
- Lab processes each sample individually and these are reported on accordingly.

#### Advantages

- All samples are processed individually and reported on accordingly.
- Faster turn-around time to have a clear view of the problem and its location, enabling a quicker remediation plan.

#### Disadvantages

- Significantly higher upfront cost for the tester/Landlord.

## New testing and decontamination standards

In June 2017 new standards were released placing structure and regulations around methamphetamine testing, cleanup and decontamination.

The new standards place significant guidance on methodologies, procedures, and other supporting material to ensure a consistent approach to managing the testing and decontamination of affected properties and flow down through the testing laboratories; health, safety, and environmental regulators; property owners, property managers, councils, and insurers.

**For landlords and investors there are three key changes brought in by the new (NZS 8510) standard that should bring significant peace of mind:**

1. Maximum allowable contamination levels of a property have been set at levels in line with worldwide standards. The new maximum levels for a property to remain habitable without requiring further decontamination are:

- 1.5 µg/100 cm<sup>2</sup> in any high use areas
- 3.8 µg/100 cm<sup>2</sup> in any limited use areas

A “high use area” is defined in the standard as an area in a property that can be easily accessed and is regularly used by adults and children e.g. living areas, bedrooms etc.

A “limited use area” is defined as an area that is likely to be accessed only by adults and for short periods of time. E.g. crawl spaces, wall cavities, under floor areas.

2. The standard ensures there is a clear separation in duties between those who test for contamination at a property and those who are involved with its cleaning and remediation to avoid potential conflicts of interest.

3. The third key update that the standard has provided is the need for testers and their companies to be properly accredited. This ensures the industry (and those who are making some serious decisions that can affect your investment) are all working to the same standard and should provide confidence in inspection, sampling, and testing.

The standard committee acknowledge that some provisions of the new standards, such as the accreditation requirements, will require some ‘lead-in time’ to implement.

More details can be found by searching 'NZS 8510' on the Standards New Zealand website ([www.standards.govt.nz](http://www.standards.govt.nz)), or by speaking with your Ray White Property Manager.

## How can a Ray White property manager help?

Our property managers have access to a comprehensive methamphetamine risk management policy aimed at educating staff on how to recognise and deal with any such activity that may occur at one of our managed properties. Our offices are also provided with a full suite of appropriate clauses and acknowledgements for tenancy agreements to ensure incoming tenants are aware this is something we can check for and are aware of.

All Ray White property managers also have access to tenancy law specialist advisors who can guide clients through these situations if they occur.

## Health and Safety

### What's changed?

In April 2016 new and updated workplace health and safety laws came into effect under the Health and Safety at Work Act. These changes mean that landlords and property managers are now classed as a Person Conducting Business or Undertaking (PCBUs) and are therefore responsible for ensuring the health and safety of everybody involved with, or affected by work on, any investment property they own or manage. This can relate to property inspections, viewings, undertaking repairs or maintenance to be carried out, and more.

### What are the Landlord's responsibilities?

Given the nature of investment properties there can often be multiple PCBUs e.g. The Landlord and/or Property Manager and any contractors undertaking any work.

A landlord cannot rely on a contractor to manage the health and safety risks, nor can a landlord request that the contractor take care of all health and safety matters.

Landlords are required to do everything reasonably practicable to protect those engaged from risks and hazards associated with their investment property, and it is safe to say that no property has no risks or hazards.

To comply with the Health and Safety at Work Act some of our responsibilities include:

- To identify and manage the risks on the property connected to the work to be undertaken;
- To ensure contractors are sufficiently competent to perform work and that they have their own individual health and safety plan;
- To ensure contractors understand their health and safety requirements in relation to the risks identified;
- To check that contractors hold any required certifications and insurances before work is undertaken.

### How can a Ray White property manager help?

Our property managers are provided with comprehensive health and safety policies as well as education resources to ensure we honour all our obligations as PCBUs.

Staff are trained on and provided with all necessary templates to complete hazard identification and reporting, as well as requiring all contractors to complete comprehensive health and safety questionnaires to prove their competency and that relevant certifications and insurances are in place.

By using a Ray White property manager you are safe in knowing that all responsibilities under the Health and Safety at Work Act are covered, and your risk of any future health and safety related claims are minimised.



# Best *in the* Bays

## Property Management

## Why choose us?

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“Investing and owning property provides one of the most secure platforms to grow wealth. We consider that being entrusted to manage your property is one of the most important decisions you will make. We will undertake to enhance each experience and to add value to the relationship as your Property Manager.”

**Carey Smith** Ray White New Zealand Chief Executive

Ray White understands that a property manager is not only responsible for effectively managing your investment, but is also there to maximise the value and return of that asset in order to secure your long-term investment goals.

Managing properties is a complex and demanding business that requires skill, time and knowledge in order to be done effectively without putting yourself or your tenants at unnecessary risk.

Over the years we continue to refine and improve what we do in order to provide our landlords with industry leading property management services supported by ongoing learning and development for all of our staff.

## So what exactly makes Ray White different ?

### Our collective strength

The Ray White Group goes further than simply selling and managing properties. Our goal is to become the leading property and financial services provider in the Asia-Pacific region.

Over the years we have forged a truly global family-owned company that now offers more value added services than any other real estate brand in New Zealand.

Part of our strength lies in the collective power of our umbrella companies and the benefits that these bring to you as a Landlord.

### Loan Market

Our financial services division now employs more than 600 advisors throughout the country as a part of New Zealand Financial Services Group and lends more than half a billion dollars in mortgage finance every month in New Zealand. Through Loan Market, your Property Manager can provide you with free financial health checks, advice on a home loan structure to best suit your requirements and the ability to help grow your portfolio and provide you with real wealth creation.

### Ray White sales

If you are ever in the position of needing to sell your investment property, family home, lifestyle or rural block, commercial property or you're simply looking to purchase, then you need to look no further. With over 1,500 licensed real estate agents spread across more than 150 offices nationwide, we can provide you with real estate sales and services that are second to none.

## Training: Ray White learning and development programs

Through the use of learning and development resources, our goal at Ray White is to breathe new life into the property management industry and provide all our staff with industry leading training programmes and online learning resources - ensuring that you have access to the best property managers in the business.

The Ray White group invest more time and resources than any other real estate brand towards the ongoing education and development of our property managers which allows them access to monthly face-to-face training sessions (presented by our executive property management team) around topics such as:

- Legislative content and the Act
- Health and Safety requirements
- Methamphetamine awareness
- General property management knowledge and skills
- Communication techniques
- Conflict and dispute resolution
- Arrears management
- Time management

We ensure the service we provide to our clients is constantly evolving with the industry.

The quality and scale of what is provided to the Ray White network is unparalleled in the property management industry. For our Landlord's this provides peace of mind knowing that their Property Manager has access to the best resources, training and support in the business.

## Maintenance

One of the single biggest factors that can affect the management of your property is through poor awareness, planning and delivery of required property maintenance.

Proper maintenance and upkeep of a property is a legal obligation and is enforced under the Residential Tenancies Act 1986 and therefore requires careful consideration.

Here at Ray White we look at all maintenance issues objectively with the ultimate aim of:

- Maintaining the capital value of your property.
- Preventing minor problems escalating further into more costly situations.
- Ensuring both landlord and tenant obligations are met and that all parties are well informed throughout the entire process.

Communication is a key factor of the maintenance process, with an assurance that our property managers will bring to your attention any immediate or urgent maintenance needs as well as informing you of any preventative maintenance that may be beneficial to the long-term health and value of your property.

Our long-standing relationships with a large number of reputable tradespeople allows our landlords access to competitive prices and a high quality of work. However, if you wish to nominate your own tradesperson to carry out maintenance work on your property this can also be arranged directly with your Property Manager.

Our staff are well versed in understanding the differences between fair wear and tear (a landlord's responsibility) and property damage or neglect (a tenant's responsibility). This ensures the responsibility for any required repairs or maintenance are directed to the right person. See 'The property management process' section of this document for further information.

## Insurance

Choosing to have your property professionally managed can provide you access to insurance policies offering far more comprehensive cover than what is available to a privately managed property. These policies can cover specific tenancy related issues such as loss of rent, damage to the dwelling or your contents and even damage caused by pets.

Talk to your Property Manager to find out more about the types of policies you'll have access to once your property is managed by us.

## The law and legislation

Property management has become a specialised field with vast legal implications. With recent changes and updates in respect of health and safety, methamphetamine and insurance issues around liability just as an example, the need to have your property managed by a professional is now more important than ever.

No matter how stringent property managers may be, mediation and Tenancy Tribunal hearings are an unfortunate reality of having a property tenanted. People can change, circumstances can arise and sometimes it's simply just a case of bad luck.

Our staff are thoroughly trained in The Residential Tenancies Act 1986 in order to help prevent these situations from happening in the first place. By being aware of common areas of concern, knowing the proper policies and procedures and by creating a culture of strict adherence to best practice, your property is better protected from day one.

In any situation where our staff may need to present at the Tenancy Tribunal, Ray White provides all of our property managers with free specialist legal and technical support from Tenancy Practice Services Ltd, a tenancy law advisory group who are experts in the field. No other company provides this same level of technical and specialist advice nationwide to their property managers.

## Experience, knowledge and support

We have nearly 400 property management staff nationwide working under a core principle of 'collective commitment'. This means a network of staff who talk with each other, support each other and share knowledge and ideas.

Ray White promotes this sharing of knowledge through regular events, training days, an online property management community, internal monthly newsletters and much more.

We also employ a full-time dedicated national 'Head of Property Management' whose sole focus is to look after the needs, ongoing education and improvement of our network. For a landlord this means you're working with a company that continuously evolves and improves, keeps ahead of industry trends and puts you at the forefront of effective investment management.

We are seeing constant change and updates within our industry and with this have also seen a distinct need to help provide clear and concise information to investors to help ensure both their tenants and properties are being properly cared for. Each year Ray White hold a national Landlord Event in offices across the country - hosting thousands of investors who are presented with free information and resources from a range of industry experts. These events are designed to create an environment where those interested in property management and investing can come to us for obligation-free help and up-to-date resources.

For more information on these events please contact the Ray White New Zealand on 09 377 5069.

## Return on investment

Employing a Ray White property manager allows you to place your investment in the hands of a professional whose goal it is to manage your investment effectively and increase your returns. Our network of staff is trained to help assist in this process in several ways, including:

- Rent reviews and subsequent increases
- Improved marketing strategies when listing your property for rent
- Regular tenancy inspections to ensure your investment is protected
- Ongoing maintenance schedules to reduce your long term costs
- Zero tolerance rent arrears procedures
- Reduced vacancy periods meaning higher annual returns for our landlords
- Stringent tenant selection resulting in less wear and tear on the property
- Fixed term tenancies where possible to secure your income stream

When self-managing a property, many landlords find it difficult to implement some of these strategies due to poor relationships with tenants, a lack of knowledge and understanding around what can be done, or a limited understanding of the risks associated by not providing adequate notice or communication to tenants around such issues.

With each tenancy, our property managers understand the necessary balance between having strong relationships with our tenants based on proactive communication and effective management, yet also the need for long-term financial returns and security for our landlords.

Effectively managing a tenancy is similar to running a good business and ultimately our clients can rest assured knowing their investment is running at its optimum level with a broader long-term view in mind.



# About Ray White

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In our industry, there is nothing more powerful than experience.

Ray White is a proud and strong family business with more than 115 years experience in the property industry to date and now, four family generations later, we remain family owned. This goes a long way in ensuring those strong family values are preserved and made a clear part of everything we do.

Founded in 1902, we are now one of the largest real estate companies in the Asia-Pacific region, employing more than 13,000 staff across ten countries - meaning your home will be managed by the most experienced in the industry.

## Did you know?

- Ray White manages over 17,000 investment properties in New Zealand with an asset value of more than \$11 billion.
- Ray White receive more than 250,000 enquiries each year from tenants who are looking to rent our properties.
- A Ray White New Zealand property manager signs the equivalent of a new lease every single hour of every single day.
- Ray White New Zealand facilitate the transfer of over \$1 million in rent to landlords each and every day.
- Ray White New Zealand proudly has one of the lowest national arrears rates in the industry and a strict zero tolerance arrears policy for all tenants.
- With staff spread from Kaitaia to Invercargill and everywhere in between, Ray White is one of the largest property management companies in New Zealand, putting you in touch with more tenants than ever before.

# Landlords' obligations the Law and the Act

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The Residential Tenancies Act 1986 sets out a framework that all landlords and tenants must adhere to when entering into any tenancy agreement. These rules have been developed to provide clear guidelines and boundaries for all those involved in the process.

## Obligations and responsibilities of a landlord

### **A landlord is obliged to:**

- Provide the premises in a reasonably clean and tidy state.
- Keep the premises in a reasonable state of repair.
- Comply with all building and health and safety requirements relating to the property.
- Not interfere with the supply of gas, power, water, telephone, or other services to the premises, unless it is necessary for maintenance or repair, or to prevent danger.
- Ensure that all locks are working and the property is reasonably secure.
- Make sure that smoke alarms are in good working order, meet all requirements and have batteries at the beginning of each new tenancy (where applicable).

### **During the tenancy, a landlord must:**

- Not ask for more than 4 weeks' rent as a bond or for more than 2 weeks' rent to be paid in advance.
- Make sure none of the other tenants in neighbouring properties owned by the same landlord disturb the tenant.
- Compensate the Tenant for serious and urgent repairs that the Tenant has had done, if the damage was not the Tenant's fault and the Tenant made a reasonable attempt to contact the Landlord about the repairs.
- Give the Tenant at least 24 hours' notice and visit between 8am and 7pm if you need to do any repairs or maintenance.
- Ask for the Tenant's permission and visit at a reasonable hour if wanting to show a prospective buyer, Tenant or registered valuer through the premises.
- Not use force, or threat of force, to enter or attempt to enter the premises while the Tenant or anyone else is on the premises – it is an offence to do so.
- Give at least 48 hours' notice of any routine inspection of the property
- Not unreasonably refuse to allow a Tenant to put up fixtures such as shelves.

## Obligations and responsibilities of a tenant

### **A tenant is obliged to:**

- Pay the rent on time.
- Make sure the property is occupied principally for living purposes.
- Pay the power, gas, telephone charges.
- Keep the property reasonably clean and tidy.
- Notify the Landlord as soon as possible after the discovery of any damage to the premises or of the need for any repairs.
- Fix any damage they or their visitors cause on purpose or by being careless, or pay for someone to fix it.
- Pay water usage charges only if the water supplier charges separately for the water, and there is a meter to measure exactly how much water was used.
- Replace expired batteries in smoke alarms (where applicable) and let the Landlord know if there are any problems with the smoke alarms as soon as possible. (Tenants must not damage, remove or disconnect the alarm.)

### **During the tenancy, a tenant must:**

- Prevent any intentional or careless damage to the premises.
- Not use the premises, or permit the premises to be used, for any illegal purpose
- Not disturb the neighbours.
- Ensure there are no more people living in the premises than what is specified in the tenancy agreement.
- Not change the locks, attach fixtures or make any renovations, alterations or additions to the premises unless outlined in the agreement or allowed with written permission from the Landlord.
- Remove all personal items from the house or flat upon vacating.
- Leave the premises reasonably clean and tidy at the end of the tenancy and remove all rubbish.
- Return all keys initially provided back to the Landlord at the end of the tenancy.
- Leave any personal items or pieces of furniture provided by the Landlord.

As outlined in the terms of any signed management authority your Property Manager is legally acting on your behalf and must, therefore, also adhere to these rules and obligations, or risk being subject to possible exemplary damages (fines) under the Unlawful Acts section of the Residential Tenancies Act 1986 (section 109)

**Some examples of exemplary damages (fines) include:**

- **Section 12**  
(Unlawful discrimination)  
Amount \$4,000
- **Section 16A (6)**  
(Landlord failing to appoint agent when outside New Zealand for longer than 21 consecutive days)  
Amount \$1,000
- **Section 17**  
(Requiring key money)  
Amount \$1,000
- **Section 18**  
(Landlord requiring bond greater than amount permitted)  
Amount \$1,000
- **Section 18 A**  
(Requiring unauthorised form of security)  
Amount \$1,000
- **Section 19 (2)**  
(Breach of duties of landlord on receipt of bond)  
Amount \$1,000
- **Section 23**  
(Landlord requiring rent more than 2 weeks in advance or before rent already paid expires)  
Amount \$1,000
- **Section 27 (2)**  
(Landlord requiring rent in excess of market rent order)  
Amount \$200
- **Section 29**  
(Failure by landlord to give receipts for rent)  
Amount \$200
- **Section 33**  
(Landlord seizing or disposing of tenants goods)  
Amount \$2,000
- **Section 38 (3)**  
(Interference with privacy of tenant)  
Amount \$2,000
- **Section 40 (3A) (d)**  
(Harassment of tenant or neighbour)  
Amount \$2,000
- **Section 45 (1A)**  
(Landlord's failure to meet obligations in respect of cleanliness, maintenance, or building, or health and safety requirements)  
Amount \$3,000
- **Section 45 (2A)**  
(Landlord interfering with supply of services to premises)  
Amount \$1,000
- **Section 46 (3)**  
(Altering locks without consent of other party)  
Amount \$1,000
- **Section 48 (4) (a)**  
(Unlawful entry by the Landlord)  
Amount \$1,000



# Frequently asked questions

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## I want to view my property but it's rented - when can I see it?

A property owner or property manager may enter the property at any stage, however, this can happen no more than once every four weeks and the Tenant must be given at least 48 hours' notice in writing before entering the premises.

## What happens if a repair is required after hours, or on weekends?

Our policy on what constitutes an emergency repair and what does not is conveyed to all of our tenants at the beginning of the tenancy and this is also governed by the Act.

All tenants are provided with mobile numbers and after hours contact details if emergencies arise. Your Property Manager will use fair judgement and caution when dealing with such issues to ensure our obligations to the tenant are being met and your wishes are respected.

## What do you explain to the tenant(s) before they move into the property?

We go through all of the most important expectations with our tenants as part of our tenant induction process. This will include education on issues such as:

- Rent payment dates and methods required to ensure it is always on time
- What to do in an emergency repair situation, and who to contact
- How often inspections will occur and what we look for
- General expectations and the law (the Act)

Ray White New Zealand provides all of our property managers with a comprehensive Tenant Information Guide that has been produced to help educate all those involved with the process and to minimise the occurrence of risk or issues rising throughout the tenancy.

If you would like to see a copy of this document, please contact your Property Manager directly.

## Who pays for water charges?

The Tenant is responsible for all metered water usage charges and the Landlord is responsible for daily line/supply charges. Where the water supply is from a tank, the Landlord should provide a full tank at the start of the tenancy.

## Insurance - is this required?

Although not a legal requirement, we advise all landlords to have comprehensive insurance to cover both their property and the tenancy (these are often two different policies). Investors need to be careful to check their policy wording and the cover that is offered, particularly now around the areas of methamphetamine contamination and its associated costs, tenant liability for careless or accidental damage and also inspection frequency requirements.

It is important for landlords to insure chattels such as carpet, drapes, stove and other whiteware that a tenant may be using and also to maintain a current insurance certificate if the property has a chimney. Always remember to tell your insurance company that the property is tenanted to ensure you have some cover.

Ray White property managers have access to comprehensive tenancy related insurance so please contact us directly to find out more.

## Gardens - who is responsible?

Under the Act, gardens and lawns are to be kept in a "reasonable condition" by the tenants. Pruning trees and hedges, spraying and vine removal are the Landlord's responsibility. We advise that in properties with large gardens or those that require more maintenance than usual, landlords consider the option of maintaining this as a part of the weekly rent to ensure standards are kept at an acceptable level long term.

## Can you guarantee the Tenant?

We can never guarantee any approved tenant(s) for your property, however, through our training, systems and processes we do everything we can to ensure all risks are minimised.

Although it is expected and communicated as such, the paying of rent and maintaining the property cannot be guaranteed. This is a landlord risk that comes with allowing someone to rent a property.

## How long will it take to rent my property?

The length of time it takes to secure a tenant for your property will largely come down to market demand at the time, the condition of your property and an effective marketing and pricing strategy.

If an existing tenant gives three weeks' notice (as they are entitled to do so), it is highly likely that a new tenant will be secured and ready to take possession as close to that vacate date as possible.

Your Property Manager will do everything in their power to minimise your vacancy period as well as providing you with regular feedback throughout the process.

## What is the achievable rental amount for my property?

Your Property Manager will advise you on what is 'fair market rent' for your property based upon their market knowledge, current levels of market demand, the area, comparable properties and statistical data.

Depending on your needs, a higher figure can be attempted, although this may increase your risk of extended vacancy periods. In these situations, you will be given regular client feedback and advice should you wish to adjust the asking rent.

## What happens if a tenant misses a rent payment?

An arrears report is generated daily through our system, highlighting any payments that have not been received.

Your Property Manager will then follow their office arrears policy - which typically involves immediate contact with the Tenant to determine why the payment is late and constant communication until the debt is paid. This may also include the sending of a 14 day Notice to Remedy for arrears, and the lodgement of a Tenancy Tribunal case if the arrears are not cleared immediately.

If you would like further information, please ask your Property Manager for a copy of their arrears policy.

## How often can my rent be increased?

In accordance with the Act, a property manager is prevented from increasing the rent during a tenancy any more than once every 180 days, or within the first six months of a new tenancy beginning. Any increase must be provided with 60 days' written notice to the Tenant and at a fair market level.

Your Property Manager will advise of a suitable rental figure before any new advertising begins and is also responsible for regular rent reviews on existing tenancies to ensure your return is always maximised.

## What's the rule around pets at my property? (if permitted)

If permission is granted for a tenant to keep a pet at the property your Property Manager will ensure the following criteria and obligations are met:

- No additional pet other than that already agreed in the Tenancy Agreement may occupy the property.
- The pet must be removed from the property if it becomes bothersome to the neighbours and affects the quiet peace and enjoyment of surrounding properties (after reasonable warning has been given in writing).
- The Tenant is responsible for any damage caused by their pet.

## Pest control services – who's responsible?

Depending on the circumstances and level of infestation, the onus is on the Landlord to provide adequate pest control services either by providing the appropriate bait or employing the services of a pest control company. In the case where a tenant has likely caused or influenced an infestation, your Property Manager will seek the cost back from the Tenant. However, this situation is best assessed on a case by case basis and needs to be proven in order to claim back any compensation.



# Top 10 Tips for adding value to your investment

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We understand the importance of effectively maintaining a property to ensure the best possible rental returns and long-term capital gains for our landlords. There are certainly areas where your money is better spent to prevent over-capitalising on your investment and these include:

## 1. Kitchen

New cupboard doors and handles can transform a kitchen and it's a relatively inexpensive way to give the whole room a fresh modern makeover. Colour can also date a kitchen so consider repainting or re-lacquering cupboards to freshen the look.

## 2. Tapware

Fitting new and matching tapware throughout will benefit the look of a property and is a simple way to modernise a dated home.

## 3. Bathrooms

Consider re-grouting tiled areas or use a grout pen to fix any discoloured areas. Also, think about ventilation, such as a fan, window stays to allow secure openings or a shower dome to prevent the build-up of moisture.

## 4. Paint

Painting the property can instantly lift its look. A contemporary colour palette on walls brings a sense of modernism and can increase the potential tenant pool, as well as the asking price. Even just thoroughly cleaning walls, skirting boards and doors can brighten the look of a tired home.

## 5. Gardens and outdoor areas

Invest the time to ensure all the gardens are in a tidy state and are low-maintenance, where possible, for future tenants. Use a high pressure hose to give all pathways and paintwork a good clean and improve their overall appearance.

Consider available outdoor spaces and the possibility of creating new ones if these do not exist. When done well with effective links to the interior of the property, your home will appear larger and more functional to prospective tenants.

## 6. Light switches

Replacing old light switches is a cost effective and easy way to refresh the look of your property and can also help prevent further maintenance issues in the future.

## 7. Window treatments

Curtains or blinds are another area which reflect the era of a property and can easily date a home. If replacing the window treatments think about the long term functionality and look at using options that are hard wearing and easy to replace in the future if necessary e.g. Venetian blinds and associated cords can often break, leading to costly repairs as well as being a health hazard for children.

## 8. Entrance

First impressions can heavily influence a tenant's decision to rent a home as well as what they are willing to pay. Look at the entrance to your investment property and whether or not this could be improved with minor expenditure e.g. security lighting, painting the door, flower pots, letterbox etc.

## 9. Lighting

Great lighting will improve the way a property looks and feels for a tenant. Modern lighting can dramatically change the look of an older property as well as helping prevent any maintenance needed on older lighting systems during the future of the tenancy.

## 10. Burglar alarm

Consider installing a burglar alarm or similar security devices (such as window locks). Occupants want to feel safe in any property that they're renting and this adds huge appeal for family tenants as well as increasing the chances of you getting the best possible rental return.

## — Meet the Team

**RayWhite**

# Tamara Willis



### MANAGER- PROPERTY MANAGEMENT

Tamara began her property management career with Best in the Bays - Ray White in 2000. In 2002, Tamara was awarded the Ray White Group's highest property management honour, Property Manager of the Year. Managing an elite portfolio of properties from Henderson to Glendowie, Tamara is recognised for her attention to detail, polite and efficient manner, and her ability to attract responsible and reliable tenants.

Tamara is well informed of available property listings, and is able to advise her clients on investment opportunities as well as keeping them fully informed in regards to their current property investments - meaning owners are always making maximum rental returns.

Tamara lives locally with her husband & son, her dog Rooney and cat Tilly. When not working, she enjoys spending time with her family and friends, getting involved at her son's school and walking her dog.

**M** 0274 795 309 | **DDI** 09 528 7686  
**E** tamara.willis@raywhite.com

# Carl Russell



### PROPERTY MANAGER

Carl, a key member of the team since 2009, says "The key to any great relationship is good communication" and Carl has the skills and experience to ensure effective communication between tenants, owners and the property management team. Carl manages a mixed, wide-ranging residential property portfolio from Ponsonby to St Heliers to Mt Wellington.

Prior to starting with Best in the Bays- Ray White, Carl was Customer Services Manager for Unilodge where he was responsible for a portfolio of over 330 apartments in Auckland City. He also managed a number of not-for-profit sporting clubs and trained and worked in the Ministry of Agriculture and Fisheries. He is married and lives with his wife and two children in the Eastern Suburbs.

**M** 021 672 756 | **DDI** 09 529 3817  
**E** carl.russell@raywhite.com

# Peter Best



### DIRECTOR & BUSINESS OWNER - BEST IN THE BAYS LIMITED

Peter has just marked this year his 25th Anniversary since taking ownership of Ray White Kohimarama. In that time, Peter has used his strong background in customer service and leadership to provide customers and his team with the absolute Best support; whether buying, selling, or with property management. Peter grew up in Melbourne and after leaving school served six years in the Commonwealth Military Forces (CMF). Peter entered real estate in 1987 and hasn't looked back since. In 2008 Best in the Bays expanded and opened a new office in St Heliers. Peter is actively involved in the day to day operations and oversees both Ray White Offices at Kohimarama and St Heliers as well as the Property Management group. Peter enjoys spending time with his three young grandchildren and also enjoys the occasional game of golf.

### TAMMY ASKINS - ADMINISTRATION

**P** 09 528 3456 or 09 529 3824  
**E** tammy.askins@raywhite.com

# Want the best? Call the **BEST**



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Ray White St Heliers & Kohimarama  
10 Polygon Road, St Heliers, Auckland | P 09 528 3456  
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