

The Letting Process

Six Stages to Securing a Tenant for Your Property

1. Pre-Listing

- Initial landlord/ tenant contact to outline expectations or requests
- Review of property details and market rent assessment
- Property condition assessment and feedback if market rent can be positively impacted
- Collation or taking of photography for advertising
- Collection of keys / explanation of viewing process and times selected with tenant
- Tenant agreement for property showing signed in some circumstances

2. Marketing

- Property advert produced to generate interest and sell main features
- Photos and advert text uploaded into My Desktop
- Advert sent to five listing platforms immediately:
 - Trademe.co.nz
 - realestate.co.nz
 - raywhite.co.nz
 - rwhowick.co.nz
 - oneroof.co.nz

Where selected, 'For Rent' sign arranged and installed

- Property listing added to office rental list
- Ongoing tenant enquiries managed and responded to in a timely manner

3. Property Viewings

- Tenant viewings arranged to work-in with involved parties
- Online advertising or Viewing Tracker software updated to include viewing times
- Travel time to and from the property
- Tenants directed to state of the art online application system
- Landlord feedback post-viewing
- Property set-up before & after viewing
- Lighting
- Windows
- Locks
- Health & Safety
- Notes or communication with existing tenants

4. Tenant Selection

- Application forms collected on our application dashboard and details entered in where required
- Applications reviewed and top 1-3 possible tenant applicants selected for checks
- Background checks via the most comprehensive tenant background checking system in New Zealand, covering over 100 different data sets across multiple countries
- Multi-bureau credit checking of each applicant (not available privately)
- Thorough phone vetting and verification of landlord referees provided by the applicant
- Advising unsuccessful applicants

5. Documentation

- Tenancy Agreements prepared. Tenancy documentation used is constantly updated with changing legislation removing the risk of possible Tenancy Tribunal fines e.g. incorrect insulation statements
- Each Tenancy Agreement customisable with a library of vetted clauses allowing for every unique property and tenancy to be adequately covered
- Tenancy agreements provided to successful tenant for signing and checked before completion
- Bond lodgement forms prepared and signed

6. Administration

- Initial funds of rent and bond secured from tenant prior to key handover.
- Bank details and payment dates provided to tenant in a casual let scenario.
- Bond funds and completed documentation lodged with Ministry of Business Innovation & Employment
- Tenant Induction documents and expectations provided

ONGOING MANAGEMENT BEGINS OR HANDOVER TO PRIVATE LANDLORD