

Giving you the complete view



Property
Management

Ray White.



The big picture

360 Property Management. A fresh perspective.

We're part of Ray White, Australasia's largest residential office network. But at 360 we don't sell houses. Property management is all we do and we do it exceptionally well – right across Auckland, the city we know and love.

Our 360 degree approach covers every aspect of property management including rent reviews, regular and preventative maintenance and reports back to you. We'll ensure that your investment is kept in the best possible condition to maximise returns and minimise stress.

Why use us?

Smart property management is all about seeing the big picture and keeping a close eye on the detail at the same time. Juggling that can be tricky when you're busy with everything else that's going on in your life. That's where our 360 approach makes all the difference. Our team is one of the most highly trained and practised in Auckland. We know the ropes and we have the market knowledge to avoid the pitfalls that inexperienced investors or property managers often fall into:

- **We don't tolerate rent arrears** – in fact we have one of the lowest rent arrears levels in Auckland, meaning more money in your hands.
- **We're up with market rents** – we know the different suburbs and have access to current market info to ensure we maximise your rental returns.
- **We understand the Residential Tenancies Act** – we keep you up to date with new legislation, and can attend tenancy mediations on your behalf.
- **We know how to choose the best tenants** – our dedicated letting team will interview and thoroughly check each tenant to get the right fit for your property.
- **We have qualified tradespeople on call 24/7** – to take care of small problems before they become big issues.
- **We are investors ourselves** – so we personally know what it means to be an investor.
- **We focus on prevention** – rather than reaction to make sure the little issues don't become big problems.

“

We would like to thank you for your management of our properties. We asked you to take over management of our properties after we had a bad experience with our previous property manager. We are very satisfied with your management since you began managing our properties. Your tenant selection, property maintenance and expense control have been excellent. Most of all, we rely on your honesty and integrity. Communication with you is superb. I feel that I can call you at any time for your expert opinion. You have helped me many times by recommending individuals for maintenance projects at my own residence. It makes my life a lot easier not having to worry about those properties. ”

– Jacqueline

“

I have been dealing with the team for over 6 years now and feel my portfolio is in good hands. They take a straightforward, no nonsense approach to property management and letting, and the projected rent levels have always been right on the money. The team have always looked after me, my properties have been let quickly and where maintenance has been required the quotes have been fair and prompt. I have no hesitation in recommending them to any prospective landlord. ”

– Lauren

“

I have let a property through the team twice. I am very pleased with the professionalism demonstrated by the agents I have engaged with. Prompt services, honest feedback and good judgement... jobs well done! ”

– Mike

The 360 process

1



Setting the rent and marketing your property

We always aim to achieve the best possible rent for your property by having access to current market statistics and marketing your property via proven channels including:

- trademe.co.nz
- realestate.co.nz
- 360propertymanagement.co.nz
- raywhite.co.nz
- For Rent signs (if appropriate)
- Suburban newspapers (if appropriate)
- Our in-house daily listings flyer



2



Choosing the right tenant

Our team of property managers and letting agents work collaboratively to show as many potential tenants through your property as soon as it's available. This means we start making you money as soon as possible. Our vetting process begins with our tenancy application form – an invaluable tool that collects all the information we need about a potential tenant upfront. We then call their personal, landlord and employer referees, check their past tenancy history and also run credit checks. Once we've found a suitable tenant we'll discuss them with you before a Tenancy Agreement is signed.

3



Signing the Tenancy Agreement

Tenants are signed to either a fixed term tenancy, for an agreed period of time (often 12 months) or a periodic tenancy which allows for more flexibility, with the tenant and landlord able to give notice to end the tenancy.

4



Entry inspection

We carry out a thorough inspection of your property prior to new tenants moving in and compile a detailed report on the condition of the property complete with photos. This gives all parties a clear record for comparison with future inspection reports. The tenant must sign off on the report before moving in.

The 360 process

5



Collecting the bond and rent

We collect the maximum level of bond allowed by law and lodge it with the Ministry of Business, Innovation and Employment. We also ensure online payments are set up so that your rent is received on time. Payments, less fees and any disbursements are then made to your nominated bank account twice a month. We do not tolerate late payment of rent. If a tenant misses a payment our team contacts them immediately and issues a breach notice. If no payment is received within 10 days, we begin proceedings with the Tenancy Tribunal. If a tenant persists in breaching the agreement we initiate the eviction process. We always ensure that tenants are fully aware of our policy upfront so there are no misunderstandings later.

6



Periodic inspections

The first routine inspection of your property happens within one month of the tenants moving in to make sure that everything is as it should be. This is followed up with inspections every three months to check there are no maintenance or tenant issues that need attention. You will receive a written report from us with photos following each inspection.

7



Repairs, maintenance and prevention

We will notify you of any maintenance or repair issues that come to our attention during routine inspections and can arrange for work to be carried out by our qualified tradespeople. We also offer preventative maintenance schedules such as chimney sweeping, gutter cleaning and smoke detector checks. Our team and tradespeople are on call 24/7 to deal with any urgent repairs that may be required.

8



Ending the tenancy

At the end of the tenancy we swing into action to take care of all necessary documentation and a final inspection is completed. The bond is returned or withheld accordingly and your property is marketed as soon as possible. Our goal is to have no down-time between tenancies.

So what's included?

Our service fee covers the time spent promoting, negotiating and managing your rental property for you. These are some of the tasks covered by the fee:

- All online marketing of your property.
- Onsite property viewings with potential tenants.
- Screening and selection of tenants.
- Preparation of the tenancy agreement, lodging the bond and all associated paperwork.
- Rent collection and management of rent arrears.
- Bi-monthly payments to your account.
- End of financial year statements.
- Issuing of and following up on any notices sent to your tenant.
- 24 hours a day, 7 days a week emergency phone service.
- Proactive maintenance, planning and support.

Fees

Initial property inspection report	Complimentary
Management fee	8% +GST
Disbursement fee on accounts paid on your behalf	8% +GST
Vacating inspection report	Complimentary
Routine inspections	\$40 +GST (per inspection)

Deduct us from your taxes

Our fees are completely tax deductible expenses. We provide you with a summary statement at the end of each financial year.

Our service guarantee

If you are unhappy in any way with the service we provide, or we don't live up to your expectations, we will gladly manage your property free of charge for the following three months, or release you from our management agreement.

Talk
to us

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VIEW
CONCRETE
NOW
GIVING