
Experience the difference

PRESTIGE Property
Management

EXPERIENCE THE DIFFERENCE:

About Us

Prestige Real Estate International Limited is a boutique real estate company who specialise in selling and managing residential property throughout the North Shore and surrounds.

We provide a trusted service in an industry where reputation and integrity is of all importance.

Placing your property in the hands of our professional team, you are provided with a total management service which will help protect your investment.

Knowing that your investment is being managed on a day-to-day basis will allow you peace of mind and release you from the time consuming effort of managing your property.

Whether you are renting your family home whilst you travel overseas, are a first time investor or long time investor with several properties, managing your own property can be a time consuming burden - **let Prestige Real Estate relieve the stress.**



PRESTIGE

What makes us different:

PRESTIGE



WHAT MAKES US DIFFERENT

Why Prestige?

We have a whole department focused on property management.

Professional Management Team

We strongly believe that you deserve great service. Our property managers will do everything for you; find tenants, collect rent, carry out inspections and organise repairs and maintenance.

You'll get a company that specialises in Property Management

You may be one of the many people who has had a negative experience with a property manager before, they;

- found you a bad tenant
- don't return you calls
- don't listen to you
- are too busy to talk to you
- don't do inspections on time or do none at all
- don't chase repairs and maintenance
- don't chase late rent payments

Security

We are licensed real estate agents, that means all rents paid from tenants are directly credited into our trust account, this is audited independently every 3 months unlike other boutique property management companies who are unlicensed and have no regulations.

Communication

This is the key to our great service we like to keep our clients fully updated at all times with regular emails and phone calls.

PRESTIGE

OUR PLEDGE

Our Pledge

Prestige Real Estate International Ltd have a passion for excellence and we're so confident of our ability to exceed your expectations that we want to guarantee our service to you.

Our Service Commitment:

- We are open 9.00am–5.00pm Monday to Friday on all working days as defined in the Residential Tenancies Act 1986
- If we are unable to answer your telephone call during office hours we will respond to your message on the same day; if received before 3.00pm and by the following working day if received after 3.00pm
- We will respond to your email on the same day if received before 3.00pm and by the following working day if received after 3.00pm
- We will respond to your posted mail by the following working day of it being received by us
- We will telephone you with feedback on the letting of your rental property weekly

Professional Standards

The highest standards of honesty, integrity and professional practice will be conducted in compliance with the Code of Ethics, Rules of Practice and Code of Practice for Residential Property Managers and Letting Agents of the Real Estate Institute of New Zealand and our property management Policies and Procedures Manual. (Copies of which are held at our offices).

Letting of Property

- We will advertise your property for rent as per the schedule
- We will endeavor to be available at all reasonable times between 9.00am and 7.00pm Monday through to Friday and 10.00am to 4.00pm Saturday to show prospective tenants through the property
- We will use our best endeavors to ensure continuity of tenants at all times



PRESTIGE

OUR PLEDGE

Our Pledge

Rents

We will take into consideration all market conditions when setting levels of rent at rent reviews and at the end of each tenancy in consideration of the next tenancy

Repairs and Maintenance

- All routine repair requests will be actioned within 2 working days
- All urgent repairs will be arranged as quickly as possible on the same day
- All reasonable steps will be taken to obtain the best pricing for repairs and maintenance
- All reasonable steps will be taken to ensure minor repairs are carried out by one tradesperson

Rent Arrears

- We will follow up rent arrears with a tenant if they miss a payment on their due date
- We will inform you if your tenant misses a rent payment on their due date
- We will inform you if your tenant reaches 21 days in arrears to take further instructions from you

Selection,
to...
inspection

PRESTIGE

Our Services

Our property management services are generally used on a full management basis. On entrusting your property with our company we will assign one of our experienced Property Managers to personally look after you from tenant selection at the start right through to the final inspection at the end.

We are performance based by only being entitled to fees from payment that we collect from tenants, so its in our best interest to secure you the best tenant in the shortest possible time. We have stringent referencing procedures including carrying out a credit check on all tenants.

Casual Letting Service

You like to manage the property yourself but want a professional to find you great tenants.

Management Service

Sit back and relax we have everything covered. Our full management service includes find tenants, day to day management, 3-4 monthly inspections and repairs and maintenance.

Tenant Selection

All prospective tenants are subject to thorough credit checks through Baycorp Collection Services. Baycorp has built a solid reputation for having the largest database in New Zealand. This tenancy service gives greater assurance when making letting decisions. We also use our tenancy agreements, which give our landlords a stronger

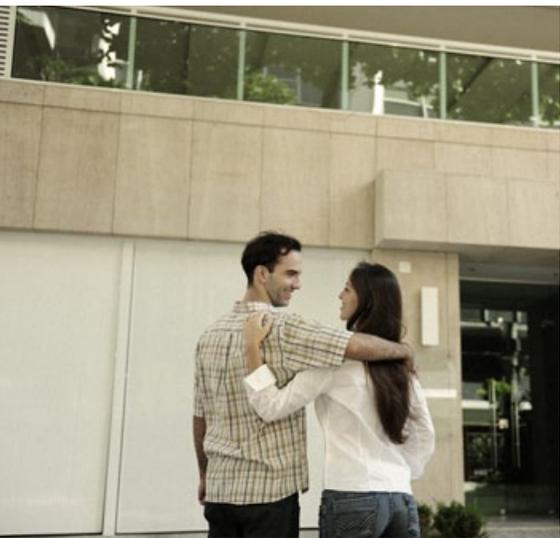
position in the event of tenancy difficulties.

Rent Collection

Rent payments are carefully monitored and arrears are followed up diligently at all times. We enjoy an excellent reputation with the Tenancy Tribunal and our knowledge of the legislation helps us to minimize rent loss.

Financial Reporting

All income and expenditure is recorded on our in house computer system. A monthly statement of account is provided. We pay our landlords at the beginning of each month by direct credit or cheque and provide a detailed monthly statement showing all transactions and rent status. We provide a mid month payment on request.



PRE TENANCY MAINTENANCE

Getting your property rented



We want to secure you the best tenants in the shortest possible time. For us to be able to do this we need your property in tip top condition. Consider the following to ensure your property is rented to the best tenants. The better condition the property is in when we show it to prospective tenant's means that we may have several tenants for you to choose from, which means better tenant selection for you.

Consider the following guidelines and suggestions

Ensure all paintwork is in a neutral colour, get rid of dated wooden door frames and skirting boards in older homes

Ensure paths and decks are clean, either water blast or chemically clean to get rid of mold

Ensure the entrance/porch is clean, free of cobwebs, leaves etc

Remove dated wallpaper or paint over the top with a neutral colour so tenants can add their own splash of colour with furniture and cushions

Ensure all appliances such as hobs, ovens, range hoods and dishwashers are all in working order, tenants do expect everything to work

Ensure the property is thoroughly cleaned throughout, no cobwebs, no dust on skirting boards, kitchen cupboards clean on the inside and out, oven clean, no crumbs in the bottom. Bathrooms and showers clean, no stains on glass or mold or pink stains on sealant and grouting. Clean windows inside and out. Have carpets professionally cleaned to remove any stains or dirt.

Every room should have curtains or blinds

Replace carpets in rooms where stains will not come out or damage has occurred

Ensure bathrooms have extractor fans to remove moisture and prevent mould

Put window stays on the windows so tenants can ventilate the property during the day whilst they are out

Consider putting a DVS or HRV or similar home ventilation system in

Door stops behind doors can prevent unnecessary dents in walls

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MAINTENANCE DURING THE TENANCY

Keeping your property rented

As with your home, a certain amount of wear and tear is unavoidable during the tenancy and we recommend a repairs and maintenance programme which will ensure that your property continues to achieve maximum rental, attract quality tenants and suffer minimum vacancy periods.

Budget for the following;

Paint internally every 5 years

Re-carpet every 5-10 years
depending on quality of carpet
and tenants

Clean Gutters annually

House Wash every 2 Years

Clean Chimneys annually

Commercially clean the property
every 2 or 3 tenancies to ensure
it stays in tip top condition

Have a gardener trim hedges,
bushes and trees every 1-2 years



PRESTIGE

People
you can
trust

PRESTIGE

PROPERTY MANAGEMENT TEAM

Our Team

ANGELA PERVAN



Angela entered the Property Management field in 2009. Originally coming from a customer service and retail background, she took some time away to have and raise two lively sports mad kids. In that time she completed her studies in Business Administration & Computing MOS Specialist and maintaining her family residential investments.

Being a property investor herself she has a comprehensive understanding of repairs and maintenance costs, and believes in spending wisely to upgrade properties to get the maximum rent value. You may have already dealt with her through the Prestige Sales Team as she provides administrative, marketing & sales support.

She has a natural service capability and both Landlords and Tenants receive the utmost care and professionalism. Angela is dedicated to building close working relationships with all her clients through strong communication and service. She will work with you in delivering the best the results for your investment.

RORY BLAIR



Rory Blair is a valuable member of the property management team at Prestige. Currently completing a degree in property management and valuation, Rory's studies set him apart from other property managers. Dedication and enthusiasm for property assist Rory in providing service up there with the best. A large proportion of Rory's management portfolio consists of overseas based landlords who are confident in his representation in their absence. His aim is to maximise the profit of your investment without compromising service quality and in particular maintaining constant communication with clients and delivering on promises.

PRESTIGE

RESIDENTIAL TENANCIES ACT 2010

Legal

When managing a property you must act within the law. The Residential Tenancies Act 1986 clearly outlines the tenant and landlord obligations. In October 2010 the Residential Tenancies Amendment Act 2010 came into force.

Fines include up to;

- \$4000 for unlawful discrimination
- \$3000 for Landlord's failure to meet obligations of cleanliness, maintenance, building or health and safety
- \$2000 for Landlord seizing or disposing of tenant's goods
- \$2000 for Interference with privacy of tenant
- \$1000 for Landlord failing to appoint agent when outside NZ for more than 21 days
- \$1000 for Requiring key money
- \$1000 for Landlord requiring bond greater than amount permitted
- \$1000 for Requiring un-authorized form of security
- \$1000 for Landlord requiring rent more than 2 weeks in advance or before rent already paid expires
- \$1000 for Unlawful entry by landlord
- \$1000 for Landlord interfering with supply of services
- \$200 for Failure of landlord to give receipts for rent

A Landlord and/or their agent must;

- Sign a Tenancy Agreement with their tenant and give the tenant a copy
- Send any bond money paid by the tenant to Tenancy Services within 23 working days
- Ensure the property is in a reasonably clean condition at the commencement of the tenancy
- Carry out any necessary repairs and maintenance when required
- Pay all outgoings, ie rates, insurance and fixed charges for water
- Give the tenants quiet enjoyment of the premises and not harass them

A Landlord and/or their agent must not;

- Ask for more than 4 weeks bond
- Ask for more than 2 weeks rent in advance or ask for more rent to be paid before the rent already paid has run out.
- Enter the property without giving proper notice or having the tenant's permission
- Interfere with the electricity, gas, telephone or water supply
- Harass the Tenant - even if they owe you rent



PRESTIGE

TALK
TO US
09 489 2699

VISIT
US
prestigerealty
.co.nz

ANGELA PERVAN
M. 021 816 090
rentals@prestigerealty.co.nz

RORY BLAIR
M. 021 023 38073
rory@prestigerealty.co.nz
