



PROPERTY MANAGEMENT

ACCOMMODATION RENTAL SOLUTIONS

Landlord Services Booklet



A.R.S PROPERTY MANAGEMENT

Our goal at ARS Property Management is to provide you top tier service through high quality property management services. We continually focus on delivering the ultimate property management experience by providing pleasant, professional and honest service with a focus on personal attention letting you gain peace of mind and satisfaction with our business.

Our aim is for you to receive the highest possible return on your investment. We work hard to maintain our commitment and strive to exceed expectations every step of the way.

Our responsibility to you as the property owner is to:

- Maintain and improve the capital value of the property
- Secure an appropriate level of income from the rental market
- Put out best interest into you and your property
- Strive to keep your property tenanted for as long as possible
- Account for all transactions / monies through the process
- Keep you informed and up to date with information

It is not the management commission charge that makes the difference in your annual return on your property it is....

- The level of return received
- How quickly your property is re-let when it becomes vacant
- The choice of tenant

Both you as the landlord, and us your management team, can affect the above factors. By working together, we will have a long, profitable and happy journey ahead of us.

**From your Property Management Team
– Thank you for taking an interest in our services**



COMPREHENSIVE LIST OF OUR PROPERTY MANAGEMENT SERVICES

The following is a comprehensive list of the property management services we provide to you, for your information and reference.

The Management Process

Taking care and supervising your rental property is the most important function we perform. The management fee charge is expressed as a percentage of all rents collected to cover the day-to-day management and supervision of your property under our professional care.

The management process – what we do:

Attend to landlord-client correspondence and communication
Attend to daily tenant telephone, email, front office inquiries
Disburse and manage your rental monies through our trust accounts

Key management and security for showings, all inspections & tradespeople

- Copying/scanning of creditor invoices
- Rent collection and rent control / early intervention
- Correct and prompt serving of all legal forms
- Lodging court documents
- Preparing monthly statement, along with supporting documents for the owner
- Arrangement of special utility readings when required
- Payment and recovery of utility consumption for tenants
- Coordination of vendor quotes and repairs with regular follow-up
- Paying vendor accounts
- Paying creditor property expenses, on behalf of Landlord clients
- Conducting regular rent reviews in line with market conditions
- Serving rent increase notices on tenants in accordance with legislative requirements
- Processing notice to vacate and confirmation with tenants
- Liaison with insurance companies as required
- Property accounting /refunding of the vacated tenant's security deposit, once all monies are confirmed paid



THE LETTING PROCESS

The leasing process ensures the securing and placement of a new tenant for your rental property.

The letting process – what we do:

- Placing a clear description of the main features of the premises on all rental listings
- Displaying a professional “For Rent “sign on the property
- Prominently advertise 24/7, so tenants can obtain property information and schedule a showing any time of day
- Arranging and taking of marketing photographs of the property
- Performing a video tour of the property showcasing the layout for prospective tenants
- Creating a marketing script with the property details
- Uploading of the property marketing script, with various photos to property search websites
- Personally, show properties via private and open forum with prospective tenants
- Showing of property through live video with prospective tenants (Facebook)
- Answering tenant inquiries and issuing application forms
- Careful checking of tenant rental references and confirming employment details
- Collection and checking of tenant identification
- Processing tenant background screening, TINZ check and credit history and score
- Search and view social media outlets of prospective tenant(s)
- Approval or denial of application based on strict criteria
- Comply with Residential Tenancy Requirements and all required regulatory bodies.
- Preparation of the new tenant agreement and security deposit disclosure forms
- Ensure home is in rent-ready condition
- Electricity and gas reading (if applicable)
- Conduct video/photo entry inspection with full written report for the tenant to sign
- Lodge and maintain the tenants’ bond as required by law



THE TENANT RENEWAL PROCESS

This fee is applied when the lease is extended for a further term with an existing tenant.

Benefit to you

The main benefits for the continuance of the fixed term Tenancy is that it avoids tenant turnover, which is typically the costliest event an owner will experience, It also assures the rent to the landlord should the tenant wish to break a fixed Tenancy.

The Lease renewal process – what we do

- Market analysis performed to determine what, if any, rent increase is acceptable
- Tenant approached for their intention to renew the fixed term, and negotiation of terms and increased rent, if applicable
- Preparation of the renewal Tenancy agreement
- Tenancy renewal initialled and signed with tenant
- Copy of Tenancy renewal is issued to the tenant

The Property Condition Report

A highly detailed Property Condition Report is prepared prior to the commencement of each tenancy, and at the termination of each tenancy.

A fully detailed description of both the interior and the exterior of the property are recorded.

This report also includes ample photographs and/or video of both the interior and exterior of the property. The length of the report will depend upon the size of the property and the extent of wear and tear, providing comprehensive detail on the property condition.

These reports are necessary to properly document the condition of the property at move in and move out, and have proven very beneficial during tenant bond disputes before the tenancy tribunal.



THE INSPECTION PROCESS

Regular and annual inspections are conducted, allowing us to monitor the tenant performance and general condition of the property, keeping the condition as well maintained as possible and keeping your asset value maximized.

The Routine inspection process – what we do:

- Issue the tenant with the required legal notice of inspection
- Create a room-by-room written report detailing tenant performance, criticisms. Repairs, concerns and recommendations for improvement to the condition of the premises.
- Tenant feedback on performance
- Tenant follow up of unsatisfactory items identified with a further inspection, if required
- Issuing of original written report to the owner
- Provide feedback to the owner on any preventative maintenance items that might need attention

The Bond Inspection Process

The security deposit inspection process – what we do:

- Review move in photos and/or video report for prior conditions
- All items from the original property condition report are checked off
- Any tenant neglect, damage and cleanliness issues are noted in writing (allowing for normal wear and tear)
- Create work orders for any items that need attention as required to get the property in a rent-ready condition
- Return to the property to re-inspect any items unsatisfactory to ensure property rectification
- Complete the tenant Bond refund in accordance with the law, itemising and amounts withheld from the deposit and refunding and amounts due to the tenant once all monies are confirmed paid.
- Update the Property Condition Report for the next tenancy



MONTHLY ADMINISTRATION FEE

This is a flat monthly fee paid on a calendar monthly basis. It covers your monthly statement and general expenses such as postage, stationery, checks. ACH bank fees, phone calls, email and faxes. The flat monthly fee charge is in lieu of charging per expense incurred, which would fluctuate on a month-by-month basis.

Annual Summary Report Fee (End of Year Financial Statement)

Annually, you will be issued a summary of income and expenses in relation to your investment property in and given fiscal year. Your accountant is likely to charge you more to prepare an equivalent summary for you. Our annual summary statement offers excellent value, saving you accountancy expenses.

Internet Marketing Fee

Your property will be placed on most major real estate / listing websites (free and Paid), together with suitable photographs and a marketing script. Offering exceptional value compared to less effective (and far costlier) newspaper advertising, your property is exposed to the market through numerous listing sites. With the ability and the option for prospects to fill out our Pre-tenancy application and apply online, we have sped up the renting process and are able to fill vacancies faster.

Court Preparation and Attendance Fee

This fee is charged when we are required to prepare for and appear before the tenancy Tribunal on your behalf. This fee may be recoverable through the hearing process.

Our team

ARS Property Management /team is dedicated to their work and to providing, you with the best management services available. Many of our team members have lived in the Waikato area most of their lives, so local knowledge is at a premium. Our diverse backgrounds and experiences bring a lot of perspective to our practice. We enjoy introducing prospective tenants to their new homes and seeing them happy in their new environment. Property owners are looked after individually and personally. We recognize and respect that each owner and property is unique and has different requirements, and we continually seek to meet those needs.

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