

Your investment is our Investment!



RENTAL PROPERTY MANAGEMENT

- Members of the Real Estate Institute of New Zealand
- Property Management
- Residential and Commercial Leasing
- Residential, Rural, Business, Commercial Sales
- Auctioneers
- Valuers

Established since 1966

Company Profile

Founded in 1966, Whittle Knight & Boatwood Ltd is a family real estate firm, which has set a precedent in providing Christchurch with an individualised and outstanding quality of service. An established and well-respected member of the local business network, the company has successfully built on a wealth of specialist property experience within Canterbury as well as on its close links with the local community. This history combined with a well-earned reputation for reliability and trustworthiness has seen Whittle Knight & Boatwood Ltd operate a professional and efficient Property Management Division for nearly 50 years.

We have an established portfolio of properties, which we look after on behalf of owners based in Christchurch, throughout New Zealand and overseas.

Property Management

Our Property Management team will provide you with the following services to save you time and remove the hassles from managing your rental property:

Residential Tenancies Act

Our Property Management team is bound by the regulations of the Residential Tenancies Act 1986. We act on behalf of property owners during Tenancy mediation and Tribunal hearings.

Marketing your property

Once we have a signed Management Agreement authorising us to act on your behalf, we list your property in the following forms of advertising:

1. **Internet** - Your property is uploaded onto the following websites, maximising coverage of the property and making it easily available to view by everyone looking for a rental property: **www.wkb.co.nz**
www.trademe.co.nz **www.realestate.co.nz** - this site is only available to licenced Property Management companies which includes Whittle Knight & Boatwood Ltd.
2. **Rental List** – your property is included in our rental list with photos and description of your property. This list is available to anyone who comes into our office looking for a property to rent.
3. **Window Display** – your property is promoted on our prominent window display.
4. **Email to Prospective Tenants** – for those people who have registered via our website, for when properties matching their requirements become available.

5. **Facebook** – we advertise properties daily on our facebook page.

6. **Signs** – For lease signs can be erected at your property.

Property Condition Reports

After signing a Management Agency Agreement, your Property Manager will undertake a full inspection of the property both internally and externally to report and photograph the condition of the property prior to lease commencement. For all fully furnished properties – owners are required to provide a detailed typed inventory. The Property Manager will take photos of all items included in the inventory.

Tenant Selection

All prospective tenants applying for a property are required to complete a detailed application form which includes employment and personal references and previous and current rental history and/or previous or current home ownership details. This information is not limited to NZ only applicants but also to those applicants from overseas as well. A credit check can be completed on the successful applicant prior to offering the tenancy if requested (NZ applicants only – this is because NZ credit check data bases do not extend to overseas).

Regular Inspections

We recommend inspections to your property every 3 months. These include both interior and exterior inspections. This is followed up with a report and photos. Tenants are also given feedback on the inspection.

Bond Inspections

Prior to the commencement of the tenancy, a bond is taken from the tenant and receipted. This is then lodged with the



Property Management

Residential and Commercial Leasing

Members of the Real Estate Institute of New Zealand

Residential, Rural, Business, Commercial Sales

Valuers

Auctioneers

Department of Building and Housing. The bond is released at the end of the tenancy, provided the property is returned in the same condition as noted at the beginning of the tenancy, fair wear and tear expected. If there is unpaid rent or a dispute concerning the condition of the property, the bond is not released until agreement between the parties is reached, or if this is not possible, the matter is then forwarded to the Tenancy Tribunal for resolution.

Rent Collection

Our Property Management Division monitors tenants’ rental payments daily. If rental payments fall into arrears, our Property Manager **will immediately contact the tenant** to correct this. Should a satisfactory outcome not be reached, we will undertake prompt action on your behalf at the Tenancy Tribunal to get the outstanding repaid immediately. If a successful outcome is not reached we will then seek for eviction.

Our Property Management Division is familiar with the Residential Tenancies Act and has experience with advocating on behalf of landlords at the Tenancy Tribunal should the need arise.

Maintenance

Whittle Knight & Boatwood Ltd will arrange for all repairs and maintenance as required, up to an amount specified by you. We refer any work to reliable and cost efficient trades people who provide a prompt and thorough service.

Quotations will be sought for major repair work and submitted for your approval before acceptance. However, in the case of urgent repairs which are required to either preserve the original condition of the property or to provide essential facilities for the tenant, we will commission repair work without prior reference to the property owner if necessary up to an agreed amount by you.

Insurance + Rates

We are happy to make these payments at your request. Should there be a need to make a claim with your Insurance Company we are able to make it on your behalf, as long as authority has been given and the Insurance company informed.

Owner Payouts

Rental collected by Whittle Knight & Boatwood Ltd on your behalf will be paid into your nominated bank account via direct credit on or before the 7th of the following month. At the beginning of every month a detailed statement will

be sent to you, outlining all transactions. We also offer a twice monthly pay out option. You can also choose twice monthly payouts on or before the 7th and 20th of the month.

Fees Structure

Letting fee:	1 weeks rent +GST
Property Management fee:	
(on all rental collected)	8% +GST
Inspections & Reports:	\$40 +GST
Repairs & Maintenance:	5% +GST
Online Credit Check:	\$20 +GST
Payment of Accounts:	
(Rates Insurance etc if required)	5% +GST
Inventory check for furnished properties:	\$150 +GST
Professional Photos: (if required)	\$100 +GST
Attendance for EQC/Fletcher Insp: (if required)	\$100 +GST
On Applying to the Tenancy Tribunal:	At Cost
Tenancing Property & Documentation:	Inclusive
Bond Lodgement:	Inclusive
Petty Costs including postage, etc:	Inclusive
Internet Advertising:	Inclusive
Condition Report & photos:	Inclusive
Final Bond Inspection:	Inclusive

All of our fees are tax deductible

Considerations for the Property Owner

An Audited Company

Whittle Knight & Boatwood Ltd is a Member of The Real Estate Institute of New Zealand and a Licensed Real Estate Agent under the Real Estate Agents Act 2008 and has its Trust Account independently audited every three months. Whilst three monthly auditing is not a legal requirement of trust monies held by a property management company, Whittle Knight & Boatwood Ltd have chosen to continue this best practice procedure in the interests of offering transparency and reassurance to owners regarding any money that we hold on their behalf. Please understand that not all property management companies adhere to this principal and therefore as such, they cannot guarantee the security of your money.



Property Management

Residential and Commercial Leasing

Members of the Real Estate Institute of New Zealand

Residential, Rural, Business, Commercial Sales

Valuers

Auctioneers

One Point of Contact

At Whittle Knight & Boatwood Ltd, you will be assigned a Property Manager and they will be your one point of contact for all matters pertaining to the management of your property. No need to speak to lots of different people.

Preparing the property for tenants

We can supply you with a check list so your property is looking it's best to attract the best tenants.

Keys and Locks

A Landlord is required to provide a dwelling that is secure. All locks must have keys and need to be in good working order. Two full sets of keys must be provided prior to lease commencement, one set to be kept in the office. This includes garages and sheds.

Reasonably Clean & Tidy

When a tenant vacates a property, they are required to leave it "reasonably clean and tidy". They are not required to leave it to a standard that you would expect a new tenant to move in the following day. We suggest you budget for a small cost for "cosmetic" cleaning between tenancies. A majority of tenants, however, will maintain the standard that has been set when they moved into the property. It is important that the property is clean, and that the carpets are professionally cleaned prior to the first tenancy, a copy of the receipt for carpet cleaning should be given to the Property Manager.

After hours emergency repairs

The Property Managers at Whittle Knight & Boatwood Ltd operate a weekly roster whereby they look after the emergency maintenance calls that come in after business hours and over the weekend and Public holidays. Only emergency repair work will be carried out during this time, and all non urgent repair work will be carried out during regular business hours. You will be advised on the first business day of any work that has been carried out during this time.

Smoke Detectors and Insulation

ALL properties must have working smoke detectors and current insulation which meets the new regulations. See attached information in this booklet which details changes to the legislation for both insulation and smoke detectors.

Methamphetamine

We can assist you making sure your property is 'Meth free' before a new Tenancy commences by arranging independent testing for you. You should check with your insurance company to see whether your policy covers you

for the presence and manufacture of Methamphetamine in your property, and if so, whether the policy contains any special conditions that we need to be aware of.

Insurances

You should make certain that your property and its contents are adequately insured, and that your insurers are aware of any changed circumstances. IF YOU HAVE BEEN LIVING IN THE PROPERTY, AND NOW YOU ARE GOING TO RENT THE PROPERTY OUT, IT IS VERY IMPORTANT THAT YOU REMEMBER TO ADVISE YOUR INSURANCE COMPANY OF THIS – FAILURE TO DO SO COULD RESULT IN FUTURE CLAIMS BEING DECLINED. Some Insurers provide special policies for landlords, which cover the dwelling and certain chattels. Ensure that items such as the oven, any other whiteware, carpets, window coverings and lightfittings are correctly insured. You might also want to check that your insurance policy has a 'loss of rent claim'. This is a very important clause to have should the need arise that the tenants must vacate the property for essential work to make the property habitable again.

Tax Advantages of Property Investment

There are many legal deductions that you can make to offset rental income. If the investment is well structured you may find significant savings. We recommend that you consult a specialist tax consultant prior to purchasing a rental investment property, and when completing your annual tax returns. If you do not have a tax consultant, we will be happy to offer recommendations. Please note that all Management Fees charged are tax deductible.

Legal Issues

If you are purchasing a property that is already tenanted, please ensure that your solicitor receives copies of the current tenancy agreements, Bond information, and a statement of rents collected. Please ensure that you are provided with a copy of the current certificate of compliance for dwellings that are required to have them. We will also require copies of this information.

Why Choose Whittle Knight & Boatwood Ltd?

Whittle Knight and Boatwood Ltd are an independent family owned and managed company. Not only do we understand the local Christchurch market, we can offer flexibility to meet the needs of our clients.



Property Management

Residential and Commercial Leasing

Members of the Real Estate Institute of New Zealand

Residential, Rural, Business, Commercial Sales

Valuers

Auctioneers

Testimonials

Tania, I must say, most impressed by your service... I wish you could do the same for me in Wellington, PN and Hamilton...

Thanks

G. Khan, Wellington

And many thanks to you Louisa, the service you have provided has been very professional and most appreciated.

Kind regards

A. Campbell, Sydney

Sarah, you have done fabulously well with those tenants... wow it's nicely kept... well done! Ruth was very impressed with the candidate selection process.

Kind regards

S. Booth, Christchurch

Louiza, I have completed and provided a written appraisal for Randolph Street. I have met today with the owner and he has listed the property with Whittle Knight & Boatwood Ltd. It seems the listing today was given to us because of your fantastic relationship with the client. The owner raved about you today. He has been most impressed by your service and care!!!!!!

R. Milne, Christchurch

Hi Fiona

We have been away from Christchurch for 7 years now. You have looked after our properties for all these years. As I read out your email about the EQC work at Mappleton Ave, we decided that we need to thank you for all the work that goes into managing our properties. We would like to sincerely thank you and show our gratitude for the amazing work that you and your team has done for our properties.

Many Thanks and Best Regards

A. Garg, India

Since a colleague of mine referred Whittle Knight & Boatwood Ltd as a good Property Management, right from the start it has been stress free and a peace of mind experience to have chosen them. All the staff that my wife and I had to deal with have been efficient and with good professional manner.

I take the opportunity to highlight that we are very pleased having Louisa Bushnell as our property manager as she has shown utmost professionalism in all that she does for us. She has been responsible and reassuring in her responses, as well as efficient in handling our property matters from choosing good tenants to managing issues with our tenant and property maintenance. Even while we were overseas the property was well managed and she was very prompt, honest and friendly, keeping me well informed what was greatly appreciated and

which gave us assurance that our property was being managed with good attention at all times. Many thanks for your help over the past years. It has been really comforting having Louisa as Property Manager and I will not hesitate to have your team onboard again should I have to put another property up for lease and without hesitation I would recommend Louisa to my friends and colleagues for I know they would be in great hands.

To WK & B I would say: keep up the great work. People are the most important assets to a business and when people excel it is a great reflection on the organisation culture that fosters that excellence. Once more, I thank you Louisa for the years of excellent service, being a reliable agent for us. We really appreciate all the support you have provided me and everything you have done on my behalf. You have made such a difference and made the management of my property worry free for us.

Thank you and best of luck for your future.

S. Costa, Melbourne, 24/03/2014

"This will be more than 3 years of great service to us from you Sarah, and Whittle Knight & Boatwood Ltd. Thank you so much for your great care in managing the rental of our house. Your management made it possible for us to have great tenants in our house while waiting for repairs, and to carry on with our plans of spending time with our daughter and son-in-law and grand daughter with relative peace of mind about our property in Christchurch.

Our referral to you by a friend gave us expectations of excellence of management from Whittle Knight & Boatwood Ltd which have been thoroughly fulfilled."

B. Arnold, Christchurch

Fiona thank you SOOOO much for being the best property manager ever!

You have restored our faith in property managers. After a couple of horrible property managers I was beginning to think they are all be like that!

Have a wonderful christmas and holiday season.

Cheers,

Bevan, Argentina

I just wanted to let you know that Louiza is the most accommodating, efficient and outstanding person that I have dealt with in the 6 years that I have looked for rentals. We are new to Christchurch and came from Adelaide originally from Auckland, but when I first dealt with Louiza she went out of her way to ensure things happened straight away and made us feel comfortable dealing with her. We have been in our rental for 2 months now and when I have asked her to fix things she has sorted this out for me with no problems what so ever and almost done the same day if not the next. I think she is a star and a great pleasure to deal with and think she is a great asset to your company and team. Always has a smile and nothing is ever a problem.

Louise, Christchurch



Property Management

Residential and Commercial Leasing

Members of the Real Estate Institute of New Zealand

Residential, Rural, Business, Commerical Sales

Valuers

Auctioneers

Staff Profiles



Tania Ellis

Manager of the Property Management Division

In her management role in the Property Management Division, Tania is committed to providing outstanding customer service. She loves working with people and maintaining an overall service which includes negotiation and dispute resolution, in addition to finding the right fit between clients and their accommodation needs. With the current challenges facing Christchurch since the earthquakes and dynamic changes affecting the population

as a result of these, Tania has found that her interest in people across all demographics has been a great advantage.

Tania manages the team, oversees the portfolio of properties and ensures that all aspects of property management are carried out. Prior experience in Sydney and NSW has given Tania a broad perspective and deepened her knowledge of the property market in an international context.

Whittle Knight and Boatwood Ltd are a community minded firm; every year they organise a Daffodil Day Morning Tea fundraiser, collect for Breast Cancer, and are one of the sponsors the local annual Community Day. Situated close to the university, Whittle Knight and Boatwood Ltd is one of the leading providers of student accommodation and awareness of the particular needs the university has in the local area.

Although the firm has particular strengths to offer in the North-west of Christchurch, they have wide knowledge of the entire city. Tania says: "we want to make the process of renting a property a positive experience for everyone."



Gillian Knight

Accounts Manager

The day to day running of property management owner accounts is one aspect of the many roles Gillian has as accounts manager. The keeping of daily records, paying creditors, dealing with bonds, tenant refunds and all of the details to do with financial records, means that client queries can be answered efficiently and effectively. The use of advanced computing systems by the firm means Gillian and her team are able to provide up to date information

for any client accurately and within a short timeframe. It is through this role that she has developed personal relationships with many clients over the years.

Gillian's financial background is a central element in this position in the firm. As the senior manager she is well informed regarding all aspects of trust account and general administration; her knowledge and skill providing a firm base for advice and guidance for the directors, staff and clients.



Fiona Thompson

Property Manager

After eleven years of working at Whittle Knight and Boatwood Ltd, Fiona brings a broad set of life experiences to her role as property manager. As a parent who has seen three children grow to adulthood, and has among her interests a passion for horses and an enthusiasm for travel, Fiona understands a multitude of issues which confronts tenants and landlords alike.

good stead with the current accommodation situation in Christchurch; with client needs generally more problematic than they were before the earthquake, Fiona works hard on their behalf. At times people's needs require her to be flexible and available beyond office hours. Friendly and efficient she sets professional standards for herself and others. Working as part of the team she keeps abreast of changes in the property rental market, bringing a high standard of service to clients and the company.



Sarah Williams

Property Manager

As part of the Whittle Knight and Boatwood Ltd team, Sarah's enthusiasm, attention to detail, and high standards of professionalism ensure that her clients receive the best possible service. Communication is a key element in property management; Sarah has great rapport with people and in addition has the skills to mediate between parties and resolve disputes.

Although the role of property manager is a busy one, Sarah is able to manage a variety of tasks within a short time frame while keeping her sense of perspective; she enjoys the challenge of problem solving under pressure. Gaining knowledge and sharing this information is a key aspect of the work she does in her role as property manager.

While contributing to the overall team spirit of the team, Sarah values the opportunity for professional development in this field. This allows her to set and achieve goals for herself at the same time as serving the needs of the client community.



Louiza Meiring

Property Manager

Louiza brings enthusiasm and energy to her role as a property manager at Whittle Knight & Boatwood Ltd. She has been with the firm for seven years and enjoys the sense of connection and service to the community this role gives her. It is this connection with clientele which gives Louiza an extra sense of their requirements; having immigrated to New Zealand in the last eight years, she is particularly aware of the needs of newcomers to the city.

She is used to dealing with people from all walks of life in her work, and enjoys the variety which this interaction brings. Friendly, professional and positive, Louiza is in touch with other members of the team at Whittle Knight & Boatwood Ltd, to help provide the best outcomes for both tenants and landlords. Her role requires a detailed approach to leases, rental income, inspections and maintenance issues and she applies a 'hands on' approach in all respects.



Louisa Bushnell

Property Manager

An enthusiastic and outgoing member of the property management team, Louisa exudes personality. She is utterly committed to her work and loves the contact she has with her clients. A significant part of her work involves attention to detail and communicating that information to either owners or tenants of properties is a key element in her role.

Along with other members of the property management team she is committed to providing an exceptional service to all clients. Dealing with leases, inspections, maintenance and enquiries of all kinds gives her a real insight into the management of property and the needs of both owners and tenants. She enjoys bringing together and matching the right people with the right accommodation. Managing property in Christchurch post-earthquake brings with it certain challenges and Louisa meets those with energy and commitment.



Sophie Brinkers

Property Manager

In her job as property manager at Whittle Knight and Boatwood, Sophie brings excellent communication skills to her role, values the importance of understanding client needs, and endeavours to match the needs individuals to the various services and properties available.

Friendly and professional, Sophie enjoys solving problems and taking the stress out of difficult situations, even if they arise after hours, although she does believe in anticipating and fixing problems before they occur.

Asked to describe her job, Sophie says: "I deal with all aspects of managing property: advertising, leasing, inspections, maintenance, as well as communicating between owners and tenants and maintenance personnel." She also has experience with EQC claims and repairs.

Sophie has enjoyed a varied life before coming to work for the firm; she loves to travel, and has been an international flight attendant as well as living overseas. She has wide personal interests which provide her with insight and understanding into the many situations people face when either looking for a place to rent or having a property to be rented out.

Demonstrating real enthusiasm for people and their situations, commitment to Christchurch city as it rebuilds, and energy in her role as a property manager, Sophie provides her clients with excellent service.



Justine Heyward

Property Manager

Qualified to a significant level in Property Management, and with a number of years in the role, Justine has also experienced at a personal level, the pressures and exacting standards that being a good landlord entails. As an investor herself, she is well aware of the changing nature of the property market and the realities of managing long and short term assets.

In providing a service to others, Justine believes that having peace of mind is a major reason that people choose to employ a property manager. Providing positive relationships between landlord and tenant is part of the constructive role of the property manager. Dealing with issues which occur in any number of ways requires a thorough knowledge of the Residential Tenancies Act, and an ability to deal with enquiries in a thorough and organised way.

Providing a good fit between tenants and their requirements in a residence is a component of the job which Justine enjoys. Letting properties, conducting inspections, arranging maintenance and providing a smooth connection between landlord and tenant is all part of the personal satisfaction she finds in this work.

Being a family firm, Whittle Knight and Boatwood provides Justine with a warm, convivial, and community minded context within which to operate. Conversely, her considerable skillset is appreciated by them and together the team provide an outstanding service in Christchurch for owners and renters alike.



Mackenzie Scott

Personal Assistant to the Property Managers

As a PA to the property managers, Mackenzie is involved with sales, valuations and all other aspects of property management. She enjoys dealing with tasks quickly and productively, and working with the team to provide a high standard of professionalism. She is also keen to provide a high standard of service when working independently.

Mackenzie is involved with general administration and this includes writing up lease agreements, handling specifics such as insulation certifications, and also being involved with general communications to the client community. She has a part to play in marketing through the presentation of information via the internet. She brings skills in editing and design when assisting with various publications. With the development of additional regulations in the real estate and property management industry, it is essential to stay up to date and on time with all aspects of change.

As a receptionist Mackenzie enjoys personal interaction with the clients, where she employs her customer service skills and experience, and knowledge of the most recent developments in the real estate industry.

Mackenzie enjoys working for Whittle Knight and Boatwood; as a family firm there is mutual loyalty and team spirit which she values, and is part of.



Kelly Lang

Business Development Manager

By being well informed about market trends herself, Kelly is able to keep her client base in touch with changes in the real estate industry.

She believes the way to develop a strong and effective business relationship is to provide constant contact with property owners so they have an on-going connection with both the firm and their business concerns.

In addition to having excellent communication skills, Kelly thinks ahead. Well organised, and with strong customer service skills, she is approachable and empathetic. She is extremely self-motivated, and her attention to detail gets results.

In her main role as the business development manager for Whittle Knight and Boatwood, Kelly says it is important to provide clients with post sign-up assistance and at the same time to support the property management team. Always on the look-out for ways to build and develop client relationships, she also has strategies in place to identify and build on new business opportunities for the firm, and the client base.

Kelly is strongly aware that property is a hugely valuable asset. Providing a customised and personalised service to the clients who have invested in the property market is one of the most constructive approaches she can provide.

She has this to say about her role: "We should treat any property with the same care as if it is our own, and at the same time give an outstanding quality of service to our customer base."

Questions for your Property Manager



Members of the Real Estate Institute of New Zealand

Property Management

Residential and Commercial Leasing

Residential, Rural, Business, Commerical Sales

Valuers

Auctioneers

