

RENTAL PROPERTY MANAGEMENT



- Members of the Real Estate Institute of New Zealand
- Property Management
- Residential and Commercial Leasing
- Residential, Rural, Business, Commercial Sales
- Valuers
- Established in 1966

Company Profile

Founded in 1966, Whittle Knight 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 operation a professional and efficient Property Management division for over 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** as you can see below.**



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 behalf, we list your property in the following forms of advertising

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.whittleknight.co.nz,

www.trademe.co.nz,

www.realestate.co.nz

Rental List - your property is included in our rental list with photos and a description of your property. This list is available to anyone who comes into our office looking for a property to rent

Window Display - your property is promoted on our prominent window display

Email to prospective Tenants - for those who have registered via our website, for when properties matching their requirements become available

Facebook and Instagram - We advertise properties daily on our social media pages

Property Condition Reports

After signing a management Agency Agreement, your Property Manager will undertake a full inspection of the property both inside and out 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 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 them 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 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 to be 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 forwarded to the Tenancy Tribunal for resolution.

Owner Payouts

Rental collected by Whittle Knight on your behalf will be paid into your nominated bank account via direct debit 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. You can also choose twice monthly payouts on or before the 7th and 20th of the month.

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.

Maintenance

Whittle Knight 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 then 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 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.

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property management

FEE STRUCTURE

Letting Fee:	1 weeks rent + GST
Property Management Fee: On all rent collected	8% + GST
Inspections & Reports:	\$50 + GST
Repairs & Maintenance:	6% + GST
Online Credit Check:	\$20 + GST
Payment of Accounts: (Rates & Insurance etc if required)	5% + GST
Inventory check for furnished properties:	\$150 + GST
Healthy Homes Assessment Inspection:	\$149 + GST
Attendance for EQC/ Fletcher Insp:	\$100 + GST
On Applying to the Tenancy Tribunal:	At Cost
Bond Lodgment:	Inclusive
Monthly Administration Fee:	Inclusive
Internet Advertising:	Inclusive
Ingoing Condition Report & Photos:	Inclusive
Final Bond Inspection:	Inclusive

ALL OF OUR FEES ARE TAX DEDUCTABLE

Considerations for the Property Owner

An Audited Company

Whittle Knight is a Member of The Real Estate Institute of New Zealand and a Licenced 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 any trust monies held by a property management company, Whittle Knight 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.

One Point of Contact

At Whittle Knight, 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 many different people.

Preparing the property for tenants

We can supply you with a check list so your property is looking its 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 your Property Manager.

After hours emergency repairs

The Property Managers at Whittle Knight 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, all non urgent repair work will be carried out during normal business hours. You will be advised on the first business day of any work that was 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 light fittings 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 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.

Healthy Homes Bill

The Healthy Homes Bill comes into effect from 1 July 2021. All rental properties must meet the Healthy Homes compliance in order to be rented. To find out whether your property complies with this legislation, we recommend an independent assessment which we can arrange for you. This assessment will determine whether your property complies, and if not, it will highlight the areas which may require some work to be done in order for the property to comply, and the likely cost to do so. Further information can be found on the following websites:

www.tenancy.govt.nz

www.raisethestandard.nz/assets/Raise-the-Standard/healthy-homes-standards-guide.pdf



Heating

A fixed source of heating that can warm the main living room to 18°C year round.



Insulation

Ceiling and underfloor insulation has already been compulsory since 1 July 2019. You'll need to make sure your insulation meets the new standard.



Ventilation

Make sure each liveable space has an openable window or door. Kitchens and bathrooms need to have an extractor fan to remove the moisture.



Moisture ingress and drainage

Guttering and drainage has to be up for the job and any enclosed subfloor spaces need a moisture barrier.



Draught stopping

If you can feel a draught from an unreasonable gap or hole, then it needs to be sealed up.

Why Choose Whittle Knight?

Whittle Knight 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

WHAT SOME OF OUR LANDLORDS ARE SAYING

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"Whittle Knight manage my rental property for me in Christchurch and have done so for over 3 years now. I live in Brisbane, Australia therefore I needed to partner with a company and people I can trust. I can't just pop around to ensure the property is taken care of. I am pleased to say I have experienced nothing but prompt, thorough and professional service from Justine and the Whittle Knight team. I know my house is being looked after just as well as if I lived there myself. I would gladly recommend WKB to anyone needing a professional property management organisation. Thanks team you're amazing!"

"Whittle Knight have managed my property for nine years now. I have always had prompt communication and resolution of any maintenance issues. The team have always found tenants who are a good match for my property and they have shown a good understanding of both my own and my tenants' needs, acting at all times in a manner which is both professional and kind. Whittle Knight has my trust and wholehearted recommendation!"

"I recently changed to Whittle Knight after leaving my long term Property Managers who'd become complacent with my property. My first interaction with Whittle Knight was Kelly who was simply a breath of fresh air, Kelly from word go was approachable, helpful and responsive to my needs. Kelly and her team handled everything from the moment I signed the paperwork, arranging the hand over of documentation and keys from the old property managers through to reaching out to my tenants and enabling a smooth transition to their care. I've never had the transfer between property managers go so smoothly. I would recommend Kelly and her team to anyone who asks and look forward to placing more business with Kelly in the future"

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Property Management Team



Gillian Knight
Accounts Manager



Louisa Bushnell
Property Manager



Fiona Thompson
Property Manager



Sophie Brinkers
Property Manager



Justine Heyward
Property Manager



Sarah Adams
Property Manager



Louiza Sayers
Property Manager



Anna Derkach
Property Manager



Agent Monty

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Tania Ellis

Manager, Property Management Division



Kelly Lang

Business Development Manager



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