

Property Management Guide



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Professionals

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Introducing...

CATHERINE NECKLEN Property Manager

Catherine has joined our team with previous experience in real estate. She specialises in property management for the investor as well as dealing with tenants & tradespeople to ensure that services are maintained to a high standard.

Her background in real estate has been a great introduction to the more practical aspects of property management; inspections; maintenance requirements; arranging tenancies and dealing with property owners; providing a good service on all management matters.

Catherine backs up her experience with great people skills and outstanding organisational skills.



EMMA HAWKINS Property Manager

Exceeding clients expectations is something Emma strives for and achieves on a daily basis. Client's appreciation of the excellent services she provides and her promptness when dealing with matters is well known.

Emma has come from a background in commercial banking and prior to that, served in the NZ Army where she was deployed to hot spots around the world, like East Timor and Afghanistan. She has been a great addition to our team, she is very organised and hands on in all aspects of property management,

Emma is a landlord herself so knows how important it is to be one step ahead and be pro-active rather than re-active.

MICHELLE KRYNEN Assistant Property Manager

Michelle comes from a background in building services industries as well as owning her own properties for rental or for sale. Her personal experiences in renovating and building has given her great practical experience so that property owners can make the best of and enjoy property investment.

JAN MacPHERSON Administration

Jan has had experience in real estate, having worked for a number of years in office administration work in property management.

Jan works in the fields of interviewing prospective tenants, arranging tenancy agreements & rent collection, records & accounting to property owners and tenancy matters.

Being a rental property owner herself she has the practical experience of a property investor.

Our company policy is to provide a high standard of service to both property owner and tenants.

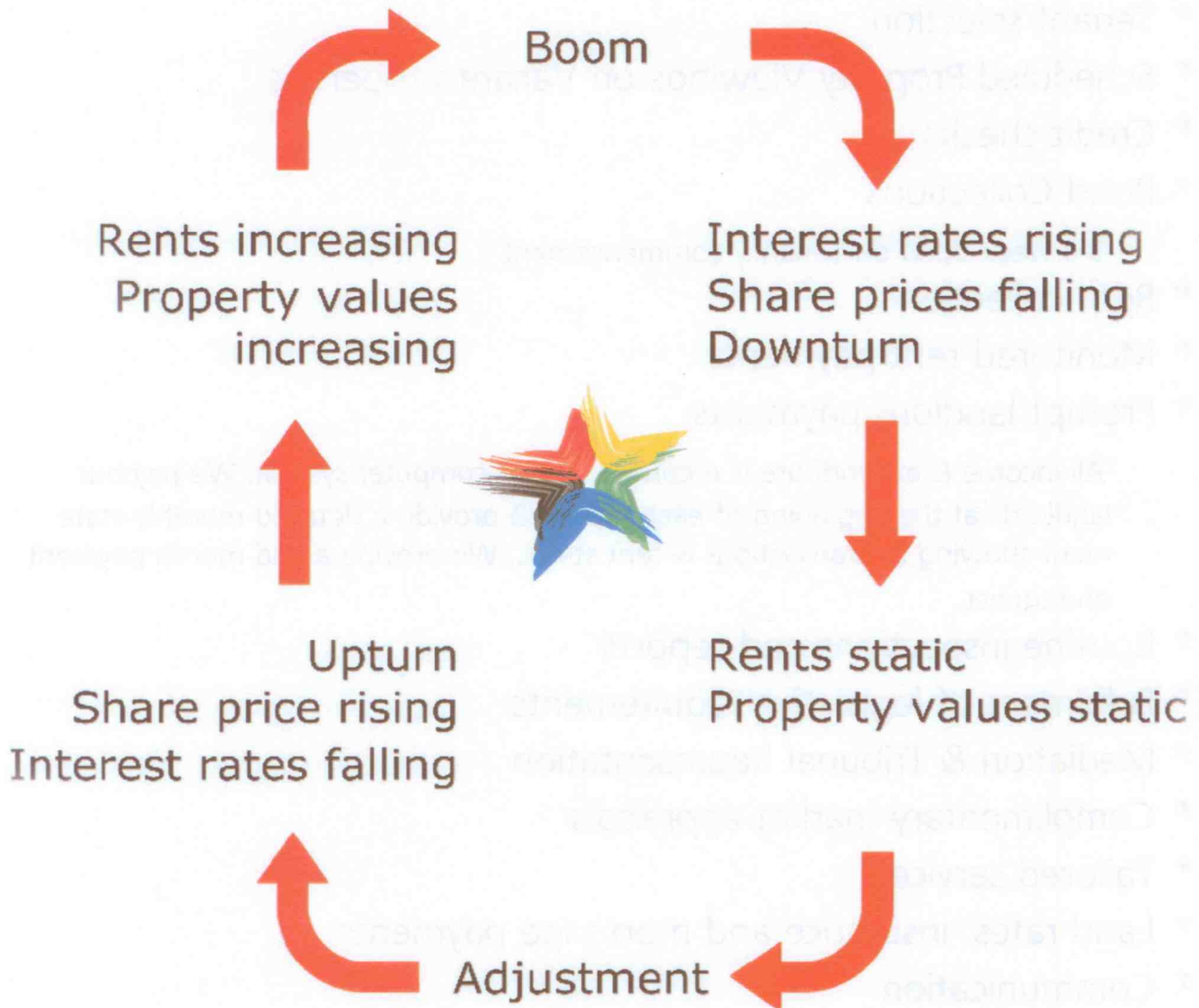
The majority of our staff are qualified and salespersons licenced through the Real Estate Agents Licensing Board.

We encourage Landlords to provide a good standard of accommodation. We seek tenants that enjoy and respect their property & pay their rent on time.



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Property Cycle



What can we offer you?

- * Free Rent appraisal
- * Comprehensive Advertising
- * Tenant selection
- * Scheduled Property Viewings on Vacant properties
- * Credit checks
- * Bond Collections

-3-4 week bond on Tenancy commencement

- * Rent collection
- * Monitored rent payments
- * Prompt landlord payments

-All income & expenditure is recorded on our computer system. We pay our landlords at the beginning of each month & provide a detailed monthly statement showing all transactions & rent status. We provide a mid month payment on request.

- * Routine inspections and reports
- * Fulfilment of legislative requirements
- * Mediation & Tribunal Representation
- * Complimentary market appraisals
- * Tailored services
- * Land rates, insurance and mortgage payments
- * Communication
- * Cost-effective repairs and maintenance



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When choosing...

Investment Properties

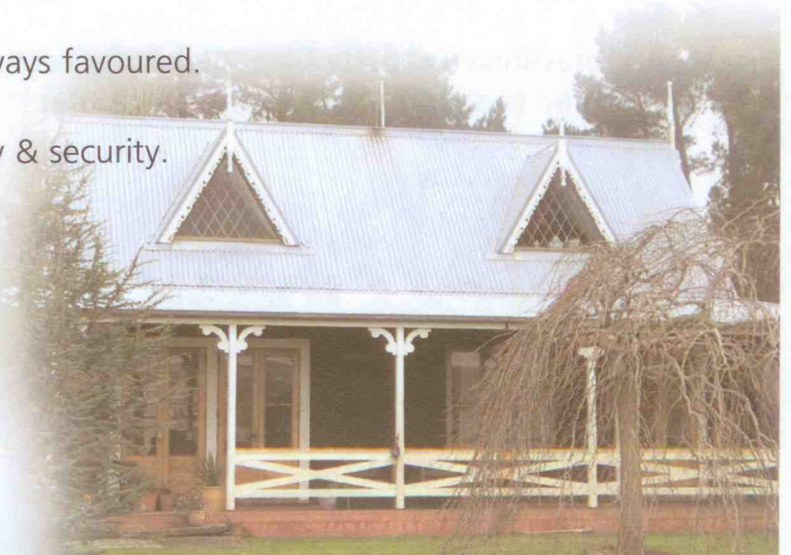
The following characteristics help attract good tenants...

- * Homes, Units & flats that are in good condition
- * Outdoor living - some private area, courtyard, terrace etc adds to the presentation.
- * Good size bedrooms - two & three double bedrooms are more preferable.
- * Good, functional kitchens and bathrooms invariably attract interest.
- * Neutral decor with wall colours, window furnishings, carpets create a good environment.
- * Location - surrounding properties should be of reasonably good standard. Property is best close to facilities - schools, shops, supermarkets, parks, transport to city.
- * Garaging - off street parking is essential, lock-up garaging is preferred.
- * Heating - the dwelling should have adequate heating facilities (eg multi-fuel burner, heat pump).
- * Low-maintenance dwellings and small sections are preferable.
- * Sun! - living spaces facing north are always favoured.
- * Fenced properties help to create privacy & security.



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Our professional Property management philosophy

- * To provide the best possible service to our clients at all times.
- * To establish and develop a mutually-beneficial business relationship with our clients.
- * To provide the highest standard of professionalism in the service we provide.
- * To underline the Professionals' position as the largest and best Property Management Service in the area.
- * To maintain our good reputation within the Real Estate profession.
- * To be the best!

The Professionals are a co-operative who take advantage of a pool of resources, innovative products, constant research and the great strength of knowing that each office is committed to the same philosophy.

From management training, rental personnel training, to the high-profile corporate wardrobe - worn with pride - our people are here to help you.

The benefits of Property Management Want to be a relaxed investor?

Owning and maintaining investment property is a specialised business. By using a professional Property Management service you can have peace of mind that your property will be handled in the best possible way, helping to provide you with the best return on your investment.

Not only this, but you can also be rest assured that your tenants are being treated fairly and everything has been done in accordance with the Residential Tenancy Act.

A Professional Property Management service gives you a hassle-free investment, giving you time to spend on other more favourable activities.



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Advertising

Promotion For Attracting & Securing Tenants:

- Regular Press advertising in Southland Times & Southland Express (Property Press)
- Prominent, well-located office in Dee St
(Opp Pizza Hut) on Southland's busiest street
- Internal Office Photo Board Flyer
- Well-established association with the Southland public as a property management company.
- Vacancy List for the Public
- Website access for information on current rental properties available.

www.macphersonrealty.co.nz

www.trademe.co.nz

www.allrealestate.co.nz

Fees

Property Management Fees are not only reasonable but are also tax deductible.

Our company policy is not to start with a percentage charge fee and then have a lot of additional charges. These "add ons" can be confusing & frustrating for landlords

Our one only charge fee is 10% of the rental income plus GST with reduction down to 8% + GST where landlords own multiple units or properties.




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Tenant Selection

Rigorous tenant selection process can include:

- * Comprehensive Reference Checks
- * Credit checks on prospective tenants @ no charge to the landlord
- * Pet restrictions (as applicable)
- * Detailed Application Forms

Inspections, Reviews & Reports

Inspections of your property after three months ensures that you are aware of the condition of the property, you will also receive a report. Only if the property is being well maintained will subsequent inspection times be extended to 4 or 6 months.

A detailed report on your property with comments & tenants' concerns are communicated to you, so the property can be kept up to its best earning potential.

If maintenance is required, we have tradespeople on call to carry out all types of work at competitive rates.

