

LICENSED REAA 2008

**BARFOOT
THOMPSON** &
PROPERTY MANAGEMENT

Stress-free property management

**What we can offer you
as a landlord**





Stress-free property management? No worries.

Owning a rental property can provide outstanding returns over time, but can also be a time consuming and stressful business.

From screening tenants, to negotiating rent increases and getting calls about blocked sinks, you know what a hassle it can be. But when you leave the hassle to someone else, you want to be confident that your property is being well looked after.

That is where Barfoot & Thompson's property management team comes in.

Our team of dedicated property managers removes the stress of maintaining your investment. We'll find the right tenants, collect and review rent, arrange maintenance and more – all for a very competitive agreed rate.

Managing over 21,000 properties across Auckland, Northland and Bay of Plenty, we have our finger on the pulse of the latest rental rates and access to quality tenants. By choosing a company awarded Best International Real Estate Agency Over 20 Offices 2021 and 2020, you can be sure your property is in safe hands.

"The industry is dynamic and it is evolving. Our average tenancy is now almost two years, and changes in legislation mean that poor management can not only affect your revenue, it can affect people's lives. With our knowledge of both the industry and the rental market in Auckland, Northland and the Bay of Plenty, we are committed to providing consistent and reliable service to investors and the people renting our properties."

Samantha Arnold, General Manager – Property Management



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Our services

The best thing we offer is peace of mind, but we have a range of other great services too!

Whether you have a single rental property or a full investment portfolio, Barfoot & Thompson Property Management has a service to suit your needs. We also offer body corporate and commercial property management services for your investment.



Full property management service

If you'd like us to take all of the stress off your hands, go for our full property management service.

This includes:

- An online marketing campaign for your property, including free listing on [barfoot.co.nz](https://www.barfoot.co.nz), [realestate.co.nz](https://www.realestate.co.nz), [trademe.co.nz/property](https://www.trademe.co.nz/property), [oneroof.co.nz](https://www.oneroof.co.nz), [homes.co.nz](https://www.homes.co.nz) and [housgarden.com](https://www.housgarden.com).
- Automated booking system for prospective tenants to streamline the viewing of your property and 24/7 response to inquiries.
- Credit and reference checks.
- Interviewing and rigorous screening of suitable prospective tenants and completion of residential tenancy agreement.
- Bond lodgement with the Bond Centre.
- Income collection and reporting.
- Thorough inspections of your property, including an initial inspection with your new tenant, regular follow up inspections at a pre-arranged frequency, and a final inspection before the tenant moves out.
- Arrangement of property repairs and maintenance, including advice and assistance on the best way to rectify any damages, deal with tenants, and approach the Tenancy Tribunal if required.
- Access to vetted professional tradespeople.
- Advice on current market conditions and rental rates as well as regular rent reviews.
- Guidance around changes in legislation to ensure your property meets the required standard.
- Dispute resolution on your behalf.
- Access to the latest technology (such as our trust account management system) to ensure your money is safe at all times.
- Landlord and tenant portals.



Rental appraisal service

Not sure what rent you should be charging?

We can provide you with a comprehensive, written rental appraisal of your property based on current market conditions.



Body corporate management

Expecting more from your body corporate?

If your investment property is in a complex that needs an effective body corporate manager, we can introduce you to our team who can recommend a service that meets your needs. If they don't yet have a body corporate, they can set it up for you. If you have an existing body corporate, they can step in and relieve them of the responsibility of dealing with day-to-day operational matters, financial planning and legal compliance.



Commercial property management

Need an experienced property manager for your commercial investment?

If you have a commercial property, let us look after it and take the stress away. We can introduce you to one of our specialist commercial property managers who can recommend a service that meets your needs.

What our clients say

"We find Barfoot & Thompson to be professional and efficient. We've also noticed a high level of integrity, which is very comforting as we live elsewhere. We wouldn't hesitate to recommend their services to anyone. In fact, we would say Barfoot & Thompson provides a classic example of excellent customer service."

Savanthi Jayawickrema

"I never have to worry about my rentals as the team at Barfoot & Thompson are on top of all issues. I just get the statements at the end of the month, which is exactly the service I want."

C Stokes

"I have found all staff assisting with our property to be real, approachable, knowledgeable and humble. We're very pleased with the service."

Geoff Allen

"We live overseas and really appreciate the efficient service we receive from Barfoot & Thompson. The team manages four properties for us. They are on the spot to deal speedily with any issues that may arise and they provide excellent reports for the monthly and annual accounts, which makes it much easier at tax time."

Ann and John Ward

"Barfoot & Thompson's tenancy selection and knowledge of legislation is excellent. They communicate professionally and within the day. They have also provided good advice with regards to managing tenancy or maintenance issues."

S and L Boyd

Why use a property manager?

Apart from the time and hassle it takes to find tenants and arrange repairs and maintenance, there's a lot of legislation to understand and processes to follow – especially if a dispute with tenants arises.

By using a property manager, you can be sure that an expert is looking after your investment – so when issues arise, they are managed quickly and effectively.

Why choose Barfoot & Thompson?

As an investor, you want to know your rental property is in safe hands. You have the strength of upper North Island's largest and most trusted real estate company behind you and peace of mind that property management experts are protecting your investment.

Customer promises

The power of Barfoot & Thompson

Barfoot & Thompson is New Zealand's largest privately-owned real estate company – still run by the Barfoot and Thompson families after more than 100 years.

We manage over 21,000 rental properties and with dedicated property managers in over 65 branches, we have the experience and scale to help you.

Knowledge, experience and service

We have rigorous and compulsory training for all staff, as well as an in-house legal advisor on hand.

We know the property market inside-out, including the intricate legislation and legalities behind property investment. We provide you with the highest quality advice so you understand the obligations, responsibilities and rights for you as a landlord and for your tenants.

The right tenants, the right rent

Our wide-reaching network, rigorous selection process and market knowledge ensures you'll get the right tenant and be paid the right rent for your property. We conduct regular rent reviews, so you'll see an increase in rent to match any changes in the market. And with our large tenant portfolio, we'll do our best to ensure your property is always occupied.

You can trust that your money is in good hands

Handling of your rental funds is managed through our Support Centre accounting department. Unlike many other property management companies, all money collected on your behalf is held in an audited trust account so you know where it is at any time.

Branch-based managers means local knowledge and help when you need it

Since our property management teams are based in over 65 branches across Auckland, Northland and Bay of Plenty, they understand your local market and have access to a wide portfolio of tenants. This branch-based structure means they are often close to your property and can promptly deal with any issues that may arise. Each of our branches is structured in a way that enables us to provide the best service for our clients and with our unique 'relieving management team' you can be assured that your biggest asset is never left unattended.

Regular communication, clear information

We are a family-owned business and pride ourselves on our company's reputation for trust, integrity and service. We'll keep in touch with you regarding inspections, statements, changes in market conditions and other relevant information. Each year we also hold Investor Evenings for our clients to hear from industry experts about the property market, any changes in legislation plus many other topical areas within the industry.

The best technology in the business

We invest in state-of-the-art systems that allow us to log key information against your rental property. We link quotes, repairs, maintenance, photos and rent payments to these accounts – invaluable for regular reporting and readily available should any disputes arise. We have landlord and tenant portals. Our systems are accessible via mobile technology, so our teams can send maintenance and inspection reports to you on the go.

We work hard for you

From the very beginning, we work hard to ensure your investment is well looked after. Here's an overview of what you can expect when you choose to work with our expert team.

Initial consultation

We identify the management service that meets your needs and we will help you complete all the paperwork needed.

Account activation

We set up your account in our management system. This includes all the details for your property. All future quotes, repairs, maintenance and information associated with your property will be linked to this account and can be sent to you easily whenever you require it.

Marketing

We organise all the marketing for your property (in line with your agreed marketing strategy and budget). This can include advertising copy, signboards and photography.

Finding tenants

To locate quality tenants, we organise online advertisements on:

- barfoot.co.nz
- realestate.co.nz
- trademe.co.nz/property
- oneroof.co.nz
- homes.co.nz
- hougarden.com

Property viewings

We conduct viewings of your property by appointment on your behalf. Our Book-A-Viewing system helps us manage these efficiently for you. Ask us for more information and feedback received after the viewings.

Tenant applications

We know that the success of your investment lies in finding you a quality tenant. We thoroughly check every tenant that applies to rent your property in alignment with the Privacy act.

This includes looking at:

- employment references
- past rental history
- credit checks
- tenancy tribunal checks
- proof of income

Approval

Once we've screened our shortlisted applicants, we present these applications to you so that you can make an informed decision and select the most suitable tenant for your property. Everyone is different and you may or may not want to be involved in this part of the process; the decision is yours.

Notification

Once an appropriate tenant has been selected, we promptly notify them of the decision to avoid losing them to another rental property.

Preparation

We organise all final paperwork, monies and lodgment of the bond. If your property is vacant or a tenant is vacating, it will be cleaned, the state of all chattels is documented and any necessary maintenance is completed.

Pre-inspection

We complete a full inspection of your property, including water readings and body corporate information (if applicable).

Hand over

Once a full inspection is completed and recorded, we meet and hand over keys to your new tenant on commencement date.

Receiving rent and bond payments

Unlike many property management companies, we collect rental funds from your tenants and hold them in an audited trust account, so you know where your money is at any time. Inspections and maintenance are booked in at regular intervals.



From full property management to rental appraisals, finding tenants, body corporate management or commercial property management, Barfoot & Thompson is the stress-free way to manage your property portfolio.

FAQs

Here are the answers to some frequently asked questions about Barfoot & Thompson's property management service.

How much will your service cost me?

Barfoot & Thompson charges a fee of 8.5 percent + GST (9.5 percent + GST if the property is furnished) of rent collected and any repairs, maintenance, and renovations carried out, or invoices paid on your behalf. These costs may be tax-deductible.

How often will you pay me?

We pay you monthly or twice a month, whichever you prefer, by directly crediting funds into your account. A comprehensive monthly statement detailing funds collected and disbursed on your behalf can be posted or emailed to you anywhere in the world. Invoice copies of accounts paid are included. We also have a Landlord portal for inspections and statements.

Do you collect a bond?

Yes. The Residential Tenancies Act requires that no more than four weeks bond be collected. Unless otherwise agreed, Barfoot & Thompson consider two weeks to be the minimum that should be paid. The bond is paid before the tenant takes possession and held by the Bond Centre until the tenant vacates.

Does Barfoot & Thompson guarantee me for any loss of rent?

No. But there are insurance companies that might be able to assist.

What if my tenant doesn't pay the rent?

Barfoot & Thompson rent collection is computer monitored, enabling us to act very quickly when a rental payment is missed. The debt recovery process commences immediately. While we take every possible action to resolve the matter, in some cases it may be necessary to take the tenant through the mediation process or to the Tenancy Tribunal. If this is the case, you will not be charged for our time.

I will be moving overseas – can you handle all repairs?

Yes. Our property managers use a range of contractors who are highly skilled, competitively priced and quick to respond to our calls. If you have a preference for any particular tradesperson we would be pleased to accommodate this. We vet them all for insurances.

Legally, if you are overseas for 21 days or more, you are required to appoint someone to manage your property.

How often will you inspect my property?

Inspections are carried out on a regular basis. The frequency should be discussed with your property manager at the commencement of the management. Be sure to check what your insurance policy states as well, as they do generally have a set frequency. Pass this onto your property manager and we will set it at what is required. If no set frequency is required, we will inspect your property a minimum of twice a year.

Sales Appraisal

Your property manager can arrange with any of our experienced sales staff to have the property appraised and then listed for sale. This can be a very delicate situation and it is important that it's handled professionally and efficiently. It is our job to ensure you and your tenants' interests are protected. Your property manager will be happy to walk you through the process at any time.

Do you offer a body corporate service?

Yes, we offer full body corporate services. Ask our property managers for more details.

Do you offer commercial property management services?

Yes, we offer comprehensive property management services for commercial investments. Ask our property managers for more details.

Tell me more

If you have any questions about your rental property, or would like to find out about our property management, body corporate or commercial property management services, give your local Barfoot & Thompson branch a call. We'd love to hear from you.

Notes



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barfoot.co.nz/property-management

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