
Award winning specialists in property management



Harcourts Hamilton Rentals

Monarch Realty Ltd | MREINZ Licensed Agent REAA 2008



About Harcourts Hamilton Rentals

In an increasingly fast-paced world, we know that while people want the most professional efficient service, they still prize the fundamentals of honesty and integrity from real estate professionals committed to achieving their clients' goals.

That's why at Harcourts Hamilton Rentals we combine world-renowned technology, training and systems with a focus on establishing trust and respect with our clients who always remain at the centre of the process.

Our team is fully committed to giving you the best possible service which is why we work in teams. Our property managers work together in all aspects of the process so that you will always have someone to contact who knows about your property and

can assist you with any questions. No more not being able to get hold of your property manager because they are out or away, or no one showing your property when it's vacant as it isn't under their management. Harcourts Hamilton Rentals is a true team working together to maximise your investment.

Whether you're a property owner, investor or potential tenant at Harcourts Hamilton Rentals we're proud to say we put the focus on you.

Harcourts Hamilton Rentals is consistently one of Harcourts' top property management offices in New Zealand.

Harcourts Hamilton Rentals will help take the stress out of managing your rental property.

Harcourts Hamilton Rentals is proud to be one of Harcourts Group's top New Zealand property management offices. We offer a comprehensive service that is second to none to take the stress out of rental property management.

We are proud to be backed by the support of an international brand that has been voted as the most trusted brand for six years in a row. Our highly trained staff have over 90 combined years of experience in the industry to provide you with peace of mind that your property is in safe hands.

Harcourts Hamilton Rentals' services include:



Thorough vetting of tenants to ensure suitable tenants are found



Discounted tradesman prices for maintenance



Inspection carried out one month after tenants moves in and three monthly thereafter including report and photos to meet your insurance requirements



Zero tolerance for rent arrears



24/7 service which means no late night or weekends calls for owners



Owner payouts twice monthly



This plus much more for a tax deductible fee of 8.5% plus GST on monies collected



Trouble shooting, mediation and Tenancy Tribunal attendance where needed

Communication

You can expect:

We will effectively communicate with you.

Your Harcourts property manager will discuss your needs and develop a policy for the prompt response and resolution of matters for you and your investment.

We sometimes spend a large amount of time away from the office appraising property, inspecting and managing property, however, be assured we will respond.

- We will secure all appropriate ingoing costs from the tenant.

- We will lodge the bond in accordance with legislation.

- We will forward a copy of the tenancy agreement to you upon request.

- We will have regular contact with you and feedback for you through the process.

Letting

You can expect:

- We will undertake comprehensive listing notes about your property.

- We will have the property photographed and an advert composed.

- We will have the property listed on all the real estate web sites that we subscribe to within 48 hours of listing your property for rent.

- We will schedule viewings of your property as required to all prospective tenants until your home is rented. (Subject to access provided to us by any current occupant).

- We will erect a For Rent sign on your property within 48 hours of listing (upon request and if signs are permitted).

- We will subject all applications to:

- Check on the appropriate tenancy databases.

- Verify applicant's former renting references.

- Check applicant's credit history (if requested).

- We will (unless instructed otherwise) refer all potentially suitable applications to you for approval.

- We will let your property for the asking amount of rent, (as outlined in your management agreement with us). We will not let your property at a different amount, without first obtaining your permission.

- We will complete and execute the tenancy agreement and give the tenant's possession of your property once the rental applicant process has been approved.

Rent collection

You can expect:

- We have a zero tolerance rent arrears policy which we outline clearly to all tenants when they are signing their agreement.

- We will process rent payments daily.

- We will follow up all late payments in accordance with our management agreement and the Residential Tenancy Act 1986.

- We will contact you to make recommendation and seek your instructions, should termination of the tenancy be an option.

- We will keep you informed throughout the legal process, should termination be necessary.

- We will provide you with an annual financial summary

Property inspections

You can expect:

- We undertake a comprehensive Property Condition Report and will photograph prior to the property being occupied.

- We will forward a copy of the Property Condition Report to you once completed.

- We will conduct routine inspections regularly and provide you with a written report. At these routine inspections we will report to you any repairs or preventative maintenance that may be necessary.

- We will conduct a comprehensive property inspection when the tenants vacate ensuring it matches with the original Property Condition Report (except fair wear and tear).

Accounting

You can expect:

- We will deposit the nett proceeds of your rental income into your nominated bank account as per your management authority. These payments occur either monthly or bi-monthly depending on your preference and are on the 1st and 15th of the month or next working day.
- We provide real time online access to your property's financial information via our owner portal for which you will receive a unique log-in and password. This includes statements, invoices and end of year financial statements at your fingertips.
- We will provide you with all copies of invoices for any repairs required at your property if requested.
- We will pay all property outgoings as agreed on your behalf prior to the due date (subject to the availability of funds).
- You will receive a statement once a month on the 1st (or next working day).
- All rent is collected into an independently audited commercial trust account

Maintenance and repairs

We expect that property owners will undertake recommended repairs to their rental property in order to preserve the value of the property, meet legislative obligations and maintain a positive relationship with the tenants. At Harcourts Hamilton Rentals, we encourage your tenants to submit all maintenance requests in writing.

You can expect:

- We will not undertake repairs to your property in excess of your nominated amount, without first obtaining your approval. NOTE: This excludes emergencies and repairs that are required to be rectified by law.
- We will contact a tradesperson within a timely manner for non urgent repair requests.
- We will attend to any urgent repair requests immediately.
- We will only use trades people who are properly licensed and insured to handle the type of work being performed on your property.

Tenancy renewals

You can expect:

- We will review the tenancy agreement for your property in advance of it's expiry, advising of current rental market conditions.
- We will not renew a tenancy without your express written permission (unless stated in the management agreement).
- We will advise you of any notice by the tenants that they are not renewing their tenancy.
- We will minimise vacancies by promptly acting on vacate advice.
- We will proactively manage the tenancy agreement renewal process to facilitate consistent income

Rent review

You can expect:

- We will regularly review in accordance with the current legislation to ensure you receive the highest rent possible.

