

MEMBER



REINZ ACCREDITED
RESIDENTIAL PROPERTY
MANAGEMENT

AUCKLAND CITY-LIVING

BUILDING AND PROPERTY MANAGEMENT SPECIALIST
SINCE 2011



Head Office (Sugartree)
Queen St Office
Harbour Green Office

Shop 10 / 27 Union Street, Auckland City
Shop 19 / 396 Queen Street, Auckland City
11 Union Street, Auckland City

AUCKLAND CITY LIVING



Many landlords choose to self-manage their rental properties without knowing the risks to themselves and their tenants. In reality, managing your own rental property is not a simple process. It can cause legal and financial issues for you.

The property management industry continues to see significant legislative changes that affect the way we manage our tenants and the homes they occupy. All investors must understand these changes as there are many possible fines and risks associated with not fulfilling your obligations.

Are you aware of this or able to answer any of these following questions?

- How to comply with Insulation and smoke alarm requirements?
- How to serve tenant a notice before maintenance or routine inspection?
- What should I do when the tenant has rent arrears more than three weeks?
- How much is the fine to the landlord by the Tenancy Tribunal if the bond is not lodged to Tenancy Services on time?
- What is the Health and Safety requirements for all landlords (under the Health and Safety at Work Act 2015) especially considering landlords are now classed as a Person Conducting Business or Undertaking (PCBUs)
- Can a landlord terminate the tenancy agreement early if the tenant has signed a fixed term contract?
- What should I do if the tenant does not pay the water bill on time and what action can I take?
- How to claim damage of the property from the tenant's bond
- If a water pipe or tap leaks over time, can the tenant claim water fee from the landlord?

If you are not sure about above questions or familiar with the relevant law, we would recommend you to use a REINZ (Real Estate Institute of New Zealand) Accredited Property Manager or Agency to help you manage your rental properties to avoid any risk to you.

Introduction of property management services Property Management Specialist Established in 2011

Auckland City-Living Management Ltd was established to provide more cost-effective, efficient and reliable services to property owners and clients. **We look after over 600 properties in Auckland Central and other suburbs.** For example, North shore, Waitakere, or Manukau City.

Our property managers are reputable property professionals with 15 years residential property management and sales experience in the Real Estate industry. **Auckland City-Living Management Ltd is proud of being a member of Real Estate institute of New Zealand (REINZ).** As a REINZ accredited Property Management Company, we operate under the rules and codes of REINZ and with a trust account for all rental transactions.

Our company is a specialist in Auckland property management focused on servicing the needs of investors who wish to rent their properties, and tenants who are looking for a home to rent. **We understand the Auckland Rental market and New Zealand Residential Tenancy Act.** We aim to use our skills and experience to serve all our valued customers and offer all aspects of property management service.

Our goal is to become the most trustworthy agency in Auckland property management industry. We are dedicated and looking forward to offering you one of the best services in property management in Auckland.

Why choose Auckland City-Living Management as your property manager

Professionalism and Trustworthy Services

- We offer our services since 2011.
- Managing Director has been working in the property management industry for over 15 years.
- Property Managers are well trained with Property Management Certificate of NZQA
- Attending the annual property management conference and continued education program
- REINZ - (Real Estate of New Zealand) Accredited Agency

Competitive fees & Enjoy one month free if you are a new customer

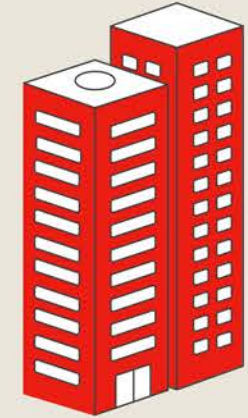
- We offer 6% plus GST to manage rental properties.
- New Customer (landlord) can enjoy one month free management when they sign up a 12 month contract
- No additional charge when the landlord instructs us to pay the council rates or Body Corporate fee on their behalf

Finding a tenant quickly at an affordable cost

- One-off administration and advertising fee for finding a new tenant
- We use our own database and media such as trademe.co.nz/ realestate.co.nz /www.skykiwi.com
- Provide weekly report to the owner when we look for a new tenant.
- We do open homes on Saturday and Sunday to help tenants who wish to view it during the weekend

Office Location Queen Street shop & Union Street shop

- Our Union Street Shop (Sugar Tree office) opens for 6 days a week
- Queen Street Shop (396 Queen Street) opens between 9:30 - 6pm, Monday to Friday
- Receive tenants' enquiry from both shops and promote our listing.
- Our average vacancy rate is less 2.5% from 2015-2018



Communication and teamwork

- News letters to owners and tenants
- One-on-one management to ensure no miscommunication between landlord and property manager
- The landlord can have their own log in portal to check a statement or invoice online (24/7)
- Our team members are prepared to answer after hours calls for emergency

Customer services

- We focus on a fast response to the landlord and the tenant's enquiry.
- Maintenance requests will be taken care of and handled within a reasonable time frame
- Our services are based on professionalism and requirement of the Tenancy Act

Property inspections

- We conduct routine inspections to the rental property three times annually to ensure the property is kept in a good and tidy condition to avoid any dispute when the tenants vacate
- A low fee to cover travel, inspect and generate a report for a routine inspection
- Initial inspection and final inspection are free of charge

Tenant Application, Bond, Rent arrears, Handling a disputes, Rent review

- We exam the tenancy application carefully to ensure the tenants have a good background and credit check.
- All tenants will pay 4-week bond to give maximum protection to the landlord
- Bond will be lodged to Tenancy Services within 23 working days (required by Tenancy Act)
- Check and manage rent arrears daily. Our management system will automatically send out text messages and email rent arrear's notice to the tenant
- All tenancy disputes will be handled by the property manager, according to the Tenancy Act. We can attend the tenancy tribunal on behalf of the landlord
- At least one rent review annually to ensure the rent is matching the current market

Funds and security

- We pay the landlord on 1st and 15th of each month with an email statement
- All invoices will be emailed to the landlord with monthly statement
- All rent will be deposited to the rental trust account (required under REINZ policy)

What makes our service different from other property managers?

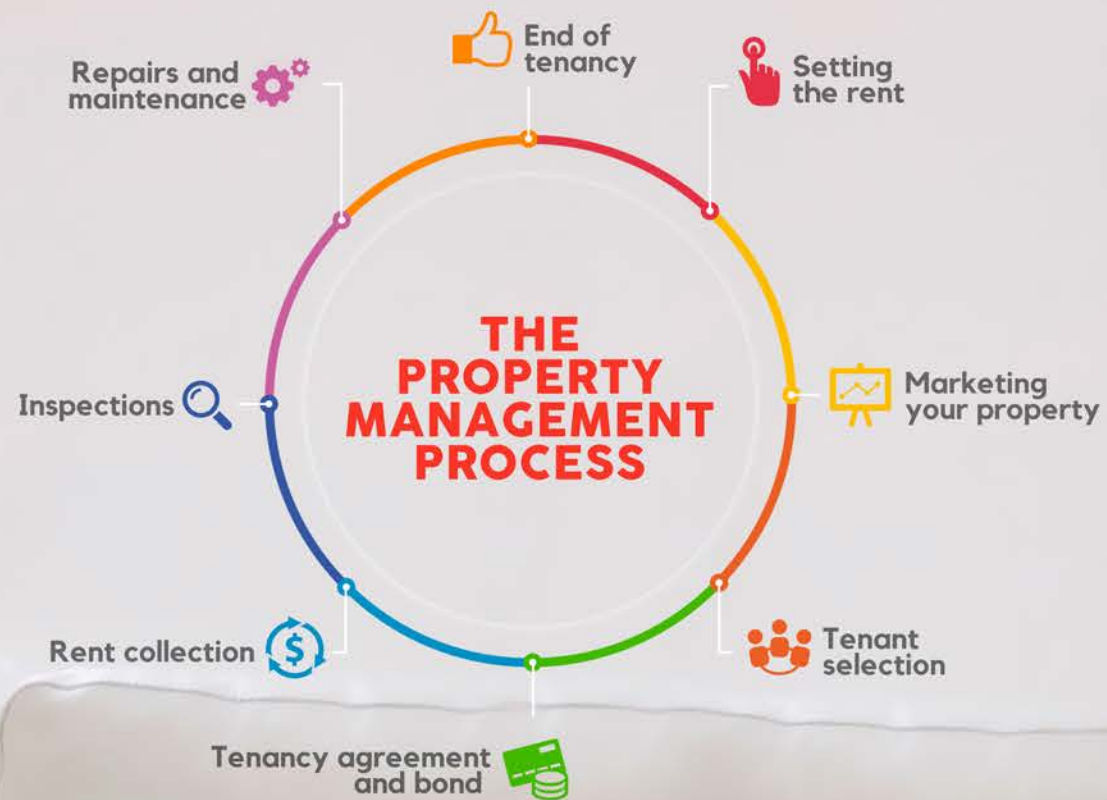
Apart from the competitive fees that we offer, we also implement following policies to ensure our clients receive real satisfaction on property management services.

For most other companies, that letting, managing, maintenance and inspection are performed by different employees or managers. When you sign up for our services, your allocated property manager is responsible for all of the above. Our property manager understands everything about your property and tenancy. It gives us ability to communicate with the landlord and tenants more effectively. It also help us to building relationship with the tenant.

When you choose our services, your property manager is trained to inform the landlord before organizing any maintenance job. The landlord can choose to accept the quotation or arrange his own contactor. All invoices would be approved by the landlord.

We would like to create a "home" for the tenant rather than just a place to live.

STEP OF SERVICES





Switch to us

Want to receive a personalised service with an affordable management fee?

Our company has been providing trustworthy services to many happy owners since 2011. We also build a very good relationship with our tenants. Many of our tenants choose us to manage their properties after they buy their first investment property.

If you are not satisfied with your current property manager, we can assist you to switch to our management smoothly.

If your current management agreement locks you in a period of time, we may be able to pay the cancellation fee * (conditions apply)

All you need to do is to sign a cancellation form, and then we can take care of the process. We will ensure a professional hand over of all documents and keys.

An initial inspection report will be carried out after taking over the management.

Please contact us to find out more offerings which will keep your property being looked after in a professional manner.



Frequently asked questions

Finding the right tenant

All tenants must fill out an application and will be assessed by verifying their school, work or income details. Most clients are also required to pass a credit check. A tenant with an unsatisfactory credit check will be not considered.

How a maintenance request is handled

All maintenance requests will be properly recorded and reported to the landlord as soon as we receive it from the tenants. Most work will require approval by the landlord to ensure effective communications before any work is done to the property. All jobs will have a GST invoice attached with landlord's monthly statement.

How many Inspections will you conduct per year?

We promise to do a minimum 3 inspections per year, approximately every 120 days to safeguard your apartment or house condition. Our landlord will receive an email confirmation and report with pictures and comments.

What happens when tenant hands in notice to vacate?

We will inform the landlord and start to market through popular property rental media and websites, and also keep the landlord updated each week on the progress for finding new tenants.

How to deal with the bond?

The law requires that a landlord who takes a bond must lodge it with the Department of Building and Housing within 23 working days of receiving it. Keeping bond without lodging to the Bond Centre can be considered as illegal with a fine by the court up to \$1000 dollars. At the end of the tenancy, the bond money will be refunded to the tenant, provided the rent has been paid in full and there are no damage claims. The landlord may get some or all of the bond money if rent is owed or the tenant has caused damage to the property.

Are all appliances, fittings, fixtures and chattels in good working order

Possibly one of the greatest surprises for landlords is the amount of maintenance required in the initial stages of a tenancy, often caused by a lack of understanding around what is legally required. Any chattel provided with the property when rented must be in working order. These can include things such as: oven, dishwasher, fridge, door handles, window handles, garage doors, taps, wardrobe doors, incinerators, alarms, drainage, clotheslines, light bulbs - the list goes on. Ensuring this is done prior to the tenancy starts.

Landlords need to be aware of health and safety - related requirements

- **Building Act 2004 and the Building Code**
- **Health Act 1956**
- **Housing Improvement Regulations and**

Under the Local Government Act 2002 (These are set by individual councils.) Landlords must ensure that any property in which tenants are placed are fit to rent and approved by the local council for long term habitable accommodation. This can cause issues in some properties where alterations have been made, or minor dwellings adapted at a later date after the property was initially built (even when signed off by the local Council).

The risks for landlords are significant if a tenant is placed in a non-compliant property or dwelling. We strongly recommend that all investors are certain their requirements are met. More information can be found by searching 'laws and bylaws' on the Tenancy Services website (tenancy.govt.nz), or contacting your local Council or speaking with a property manager.

Landlord responsibilities

where tenants are generally not liable

- Provide and maintain the premises in a reasonable condition.
- Allow the tenant quiet enjoyment of the premises.
- Comply with all building, health and safety standards that apply to the premises.
- Comply with all requirements in respect of smoke alarms imposed on the landlord by regulations.
- Landlords need to have working smoke alarms installed in all their residential rental homes. Any replacement alarms installed after 1 July 2016 (other than hard-wired systems) need to have long life batteries and a photoelectric sensor.
- Pay rates and any insurance.
- Not seize the tenant's goods for any reason.
- Inform the tenant if the property is on the market for sale.
- Not interfere with the supply of any services to the premises.
- Appoint an agent and notify the tenant and Bond Centre of the agent's details whenever leaving New Zealand for more than 21 consecutive days

Building management services

In addition to our property management services, We also have a good knowledge of Body Corporate management and are specialised in "Residential Apartment Building Management". We understand common Body Corporate rules, building maintenance standard, health and safety requirements, and building long term maintenances plans.

We are aiming to protect and enhance the value of the buildings in a practical and economical way. We also assist the Body Corporate and the owner's committee in the best and efficient manner. Serving property owners is our priority.

Harbour Green Apartments (since 2011)
Sugartree-Prima Apartments (since 2015)
Sugartree-Centro Apartments (since 2017)
Sugartree-Altro Apartments (since 2019)
Aura Apartments (since 2021)
Apollo Apartments (since 2023)





YOUR TRUSTWORTHY PROPERTY MANAGER