

A young child with blonde hair, wearing a black and white striped long-sleeved shirt and blue jeans, is smiling and holding a green toy car. The child is standing in a hallway with white walls and a grey carpet. A large black feather hangs from the ceiling by a rope. The overall scene is bright and clean.

Homely

PROPERTY MANAGEMENT

Landlord Guide

Property management *tailored for you*

A woman with long brown hair is sitting on a carpet, looking towards the right. A young child with blonde hair, wearing a black and white striped shirt, is sitting on the carpet and playing with yellow toy trucks. The background is a blurred indoor setting with a window showing a bright light.

Contents

Welcome	3
Your Homely Journey	4
Why Homely	5
Is your property ready to rent?	6
Healthy Homes	7
Other requirements (smoke alarms, methamphetamine, asbestos, healthy and safety)	7
Landlords responsibility	8
Ways to add value	8
FAQ	9
Marketing package	10
Fees	11



Welcome to Homely

By contacting Homely, you've made a great first step. We are here to provide a source of stability and comfort for you so you can spend more time on the things you love. We are a service business that aims to build strong, respectful relationships with yourself and with Homely tenants.

Not only legislation change, but global change has impacted the Property Management Industry and it's more important than ever that we change the industry to reshape the way Property Management and your investment operates. This is where Homely steps in.

Homely aims to be a boutique style property management agency, tailored to suit your investment needs. By keeping our portfolio numbers capped, we are able to infuse a more personal approach into our services, helping to stay connected more with not only yourself but with tenants to keep things running smoothly. We are constantly training to keep up with Government legislation and are always open to finding new ways to better our service.

Homely are true believers that using the right technology makes all the difference so everyone stays connected with how things are running. The right technology ensures proactive communication and helps Homely work positively with yourself and tenants.

All property managers within Homely are qualified experts. Although it is not a requirement to have a qualification in the industry, we believe it's a step in the right direction for the future of Property Management. Being qualified also allows you to feel confident that your asset is being managed by the very best. The difference between a successful and non-successful investment can fall on the shoulders of the Property Management company you choose. Homely believes it is important for you to have an expert in the area to help you profit, have long-term occupancy and to preserve your property to its very best.

Your Homely Journey

There are many factors involved with your Homely Journey and each part can vary slightly depending on your investment property's needs.

It's an easy 4 steps to start your Homely Journey as shown below. Once you have had a Homely Property Manager view your property, they will be able supply you with a clearer picture of what your journey looks like and what to expect at each step. The best way for a successful journey is by giving you everything you need to know, making a plan and having clear communication and expectations throughout. This is key to providing you with a successful experience and future relationship.

We make the journey easy



Step 1.

Contact made with the Homely team



Step 2.

Meet and appraise



Step 3.

Complete a compliance review



Step 4.

Sign up with Homely and let us take care of the rest

What we look after

- Marketing and viewings
 - Leasing and vetting
 - Documenting your property (initial Inspections)
 - Rent collection / arrears & statements
 - Maintenance
 - Routine inspections
 - Property reviews
 - Tenancy variations and extensions
- Tenant relationships
 - Resolving disputes
 - Tenancy tribunal
 - Insurance claims
 - Tenant vetting process
 - Bonds
 - Adapting to legislation

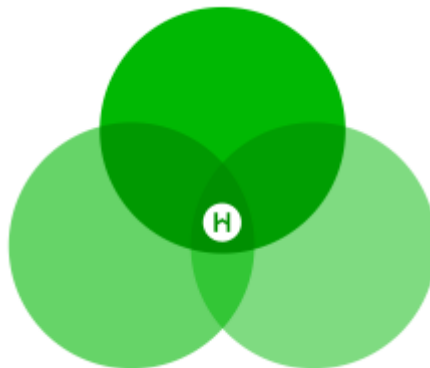
Why Homely

Homely is unique in the way that we operate. We show this through our Homely Cycle below. A successful investment is a team effort with the Property Manager being the key component to keep the Homely Cycle running smoothly.

Homely Cycle

Property Managers with Homely have better work life balance, making their jobs more enjoyable so they stay longer, work harder and maintain great relationships. This is done by the trust Homely has in their managers and the capped amount of properties per portfolio.

Homely Property Manager



Homely Owner

Homely Tenant

You are not just another number. With capped portfolio numbers to ensure your investment doesn't get lost in the mix, it's all about quality over quantity. Our Property Managers have the time for you and are focussed on communicating regularly. They don't just report on your investment but invest their time into sustaining your asset and keeping you updated with how your property is profiting.

Homely Tenants are what keeps your investment thriving. Our Property Managers are focused on maintaining great tenant relationships by regular communication to ensure tenants feel appreciated with inspection feedback, ensuring maintenance is arranged in reasonable time frames, rent is received regularly and tenants feel appreciated, as part of the Homely Cycle.

Is Your Property *Ready to Rent*

To ensure the best return from your investment property and to start the tenant relationship on the right path, we will ensure your property is ready to rent. The best way to do this is to ensure your property is clean, tidy, in good working order and compliant with legislation before being made available to tenants. Having your property well-presented from the beginning helps with securing the best possible tenants in the shortest possible time frame. This is why having your property ready to rent is very important. Below are the areas that need addressing to ensure this smooth transition.

Having your property reasonably clean. The Residential Tenancies Act 1986 (the Act) requires a property to be provided and left 'reasonably clean', however, this can mean vastly different things to different people. For this reason, we prefer to help set high expectations and standards for both our landlords and tenants in order to achieve better long-term outcomes. The better your property looks, the more likely you'll get good tenants who will look after the place carefully when they move in.

Meeting the market. Think about how your investment compares to those that are similar and also available and how does this sit with your own price expectations. Does your property stack up against the competition in your area?

Having appliances, fittings, fixtures & chattels in working order. Possibly, one of the most common areas of surprise for landlords is the amount of maintenance that is required in the initial stages of a tenancy. This is often caused by a lack of understanding around what is legally required. Any chattel provided with the property must be in working order. This can include such things as: oven, dishwasher, fridge, door handles, window handles, garage doors, taps, wardrobe doors, insinkerator, alarms, drainage, clotheslines, light bulbs - the list goes on. Ensuring this is done prior to the start of a tenancy can save you time and money. This will ensure we get the tenancy off to a good start.

Grounds & gardens well maintained. Unless otherwise stated, general lawn and garden maintenance is the responsibility of the tenant. Ensuring these are well-maintained throughout the initial viewing process helps secure the best possible tenants and sets the standard for ongoing maintenance.

Healthy Homes

The Healthy Homes Act came into play on the 1st July 2021 and aims to create dryer and warmer homes to better the quality of rental properties in New Zealand. The outcome is to ensure every New Zealander lives in a healthy, dry and warm home to overall have fewer people sick and hospitalised.

All private rentals must comply with all Healthy Homes standards within 90 days of any new or renewed tenancy on or after 1 July 2021, with all private rentals complying by 1 July 2024. Landlords that don't meet their obligations under the Healthy Homes standards are in breach of the Residential Tenancies Act 1986. They may be liable for exemplary damages of up to \$7,200.

There are six aspects of Healthy Homes for rental properties to meet.

*Heating
Insulation*

*Ventilation
Moisture ingress*

*Extractors
Drainage*

What to do from here?

Talk with Homely as to how we can help you ensure your property complies with the standards. We can organise a Healthy Home Assessment on your behalf. We have specialised rates from Healthy Home assessors only provided when you have Homely as your agent.

Other Requirements

Things are always changing in New Zealand with rental legislation, with new rules coming into force around not only ensuring your property is healthy but on how we manage our tenancies.

The rules in place apply to both property managers and private landlords, so it's important you know what exactly the requirements are for owning a rental property. Not fully understanding the rules is risky and can lead to significant and costly consequences. Here are the main areas you need to understand.

Specific details required on Tenancy Agreements
Insurance information requirements
Smoke alarm requirements
Methamphetamine and your obligations
Health and Safety requirements for Property Hazards
Healthy and Safety requirements for Tenants
Health and Safety for requirements for Contractors
Legislation around application vetting and the Human Rights Act
Asbestos Identification

Landlord Responsibilities

The Residential Tenancies Act 1986 sets out a framework that all landlords and tenants must adhere to when entering into any tenancy agreement. This Act has been created to provide clear legislation guidelines for all those involved in the process.

Here is a summary of the main landlord's main obligations and responsibilities. For a full list, please ask your Homely Agent.

- > Provide the premises in a reasonably clean and tidy state
- > Keep the premises in a reasonable state of repair
- > Comply with all building and health and safety requirements relating to the property
- > Comply with Healthy Home legislation requirements
- > Comply with other related legislation such as the Human Rights Act
- > Ensure that all locks are working and the property is reasonably secure
- > Make sure that smoke alarms are in good working order and meet all requirements
- > Not ask for more than 4 weeks' rent as a bond or for more than 2 weeks' rent to be paid in advance
- > Give the tenant at least 24 hours' notice and visit between 8am and 7pm if any repairs or maintenance are needed
- > Give at least 48 hours' notice of any routine inspection of the property
- > Not unreasonably refuse to allow a tenant to put up fixtures, such as shelves

Ways to Add Value

Kitchen - A full renovation is not what is always needed. Try new cupboard doors and handles. This is a less expensive way to give the room a new look.

Fixtures & Lighting - Fitting new fixtures such as tapware, light fittings or switches throughout will benefit the look of a property and is a simple way to update a dated home. A simple change with lighting will also improve the way a property looks and feels for a tenant.

Tiling - Re-grouting tiled areas or use a grout pen to fix any discoloured areas.

Healthy Homes - Although this is a requirement, it still adds value to your home. Updating insulation, heating, extractors, ventilation, drainage and installing a moisture barrier are all significant ways to add value.

Paint - Painting a property can instantly lift its look. A modern neutral colour on walls brings a sense of freshness and can increase the potential tenant pool, as well as the asking price.

Outdoors - Taking the time to ensure all the gardens are in a tidy state and are low-maintenance, where possible is a great way to add value. Also ensure everything else outside is looking tidy too. This can be as simple as water blasting pathways and the exterior to improve the overall appearance.. Freshening up a deck with a new stain also makes the property more attractive.

Curtains or blinds - Upgrading window coverings can change the look of a room. Also ensuring curtains are hung correctly can make the biggest of difference. But do you go curtains or blinds? Both can look smart, but if the rooms are smaller in your property, blinds can take up less room giving the feeling of more space.

FAQ

How much are your property management fees? At Homely Property Management we think all investment properties are unique and different, and so should the fee structure to manage them. Some rental properties are large and some small. Some require more time and effort especially when a property attracts high turnover of tenants. This can often require more work, with ongoing repairs and maintenance and can sometimes result in rent arrears or tenancy tribunal action. Therefore, we tailor your management fee according to the type of property, the location and the time and effort required to manage your property.

I currently use a Property Manager but I would like to switch to Homely, what do I need to do? We make this process really easy to transfer from another Property Management company to Homely. The first step is to fill in the online transfer form. We will be in touch within the same day to guide you through what we need in order to make this transition as smooth as possible.

How long will it take to find a suitable tenant? There is no guarantee on the time it will take to secure a new tenant, however, we will be working extremely hard to limit the time your property sits vacant. The key areas to securing a good tenant fast is setting the rent at a realistic amount and having good advertising photos that attract tenants to view the property. You may want to invest in professional photos being taken of your property. We can assist you with this. We will proactively contact previous tenants who may have missed out on another property and try and get them through properties to generate interest. Rest assured, we will be proactive in trying to secure tenants for your home.

If I want to sell my property what do I need to do? At Homely we are solely a Property Management company, however, we do have close connections with real estate agents in our area. We can arrange for an agent to attend the property to complete a sales appraisal for you. If you do decide to then place the property on the market, we will work with the agent and yourself on what is required when giving the tenant the correct notice when selling the property. It is important that we are informed of this as soon as possible as there are legal requirements that need to be followed when selling your rental property.

How often will you pay me the rental income? You have a choice to get paid either monthly or half-monthly. We will ensure that payments are made to you on the 1st or the 15th of every month.

How often will you carry out inspections of my property? We ensure that we comply with the number of inspections that are required under your insurance policy. If you do not know what the frequency is that your insurer requires, then we will automatically undertake an inspection every 12 weeks or four per annum. We will carry out an initial inspection within 6 weeks of the start of a tenancy and then every 12 weeks after.

Do you take a bond? Yes, we take 4 weeks worth of rent which is lodged at the bond centre for the duration of the tenancy.

What is your tenant selection process? We show prospective tenants through properties we have listed for rent. When they apply through our online application platform we are notified immediately. We then conduct background, reference and credit checks to ensure they are the right tenant for your home. Once we have obtained all of the necessary information through the application vetting process we will contact you to talk you through this information. You have the final choice on the tenants we put forward to you.

Do I need to be involved if you manage my property? This is completely up to you. At Homely we tailor everything to meet your needs. We want to provide a service that is stress-free for you. If this means you would like to be involved with everything that is fine, or you may want to leave everything in our hands and not be involved at all. Whatever option, we are very flexible and will work with you on this.

What happens if the tenants do not pay rent? At Homely, we do not tolerate tenants who fall behind in rent. We deal with any missed rent immediately and are monitoring this on a daily basis. We have strict steps to recover any rent arrears and work with the tenants to establish a payment plan to clear any debt as quickly as possible. If there is no resolution we file to the tenancy tribunal to arrange a mediation or in some circumstances seek possession of the property. We deal with any rent arrears issues early, as we understand the stress and pressure that this can cause you.

Should I get landlord insurance? It is highly recommended that you pay for specialised landlord insurance. This type of insurance will cover you for anything outside of your building insurance, like loss of rent or careless damage. We can assist and recommend specialised landlord insurance companies or speak to your current insurance company about these additional policies.

Tenant Placement Fee

Homely has put together a tenant placement fee that we believe will get the full audience your property deserves. It's important to have the right package for your property to ensure the best exposure to get in front of the right potential tenants.

Speak to your Homely Agent about our package today and how it will benefit you!

Tenant Placement Fee

\$350 + GST

Homely
trademe
property

Premium Feature



Professional Photos



Free Sign Board



Limitless Credit Checks



Organic Facebook

Fees

Fees Tailored For You And Your Investment

At Homely Property Management we think all investment properties are unique and different, and so should the fee structure to manage them.

Some rental properties are large and some small. Some require more time and effort especially when a property attracts high turnover of tenants. This can often require more work, with ongoing repairs and maintenance and can sometimes result in rent arrears or tenancy tribunal action.

Therefore, we tailor your management fee according to the type of property, the location and the time and effort required to manage your property. In order for us to provide you with a stress free experience and to manage your property to a high standard, we will take into account the following when setting your management fee:

- Type of property e.g. house, unit/flat, apartment, rural lifestyle
- Condition of the property
- Location
- Tenant demographic
- Weekly rent
- Size of your portfolio
- Level of risk associated with your property
- Does the property meet Healthy Homes

At Homely Property Management we want to build long lasting partnerships and therefore we will take into account your future investment goals and your current portfolio size. We look forward to working with you.

Additional one off costs

Lock Box Charge \$70.00 + GST

To be installed at each property. This is to assist with access for Homely Property Management and trade suppliers especially in emergency situations. The code will be changed regularly by Homely.

Other costs if required

Ready to Rent Charge \$200 + GST

This is an optional cost if you are unable to complete the ready to rent checklist that we have provided you. Please note: this does not include the cost of contractors and is a fee that we charge to arrange and organise the process.

Attending Tenancy Tribunal Hearing or Mediations \$150 + GST

Relates to any existing tenancy where Homely Property Management is required to attend a Tenancy Tribunal hearing or take part in mediations. This fee is only charged if the issue is a result of previous management or lack of documentation provided to Homely Property Management.



Homely
PROPERTY MANAGEMENT

Villi Tosi

Director / Property Manager

P 027 466 3598

E villi@homely.nz



Property management *tailored for you*

homely.nz