

### Chic Property Management Service Summary

1. Qualified property manager – NZ certificate in Property Management.
2. Independent non-franchise owner operator – accountable and affordable.
3. Member of Auckland Property Investors Association (APIA) since 2005 – understanding of landlords needs.
4. 23 years + experience in residential rental property management & investment in Auckland & Waikato.
5. Real estate industry sales experience - know the issues & conflicts of interest you should avoid.
6. Property management specialists - no casual letting agents, or salespeople looking for a quick payday at your expense.
7. Personalised mobile service
8. Performance paid staff - Motivated, accountable & reliable, strongest incentive to ensure your investment success.
9. Accountable - same property manager finds, screens, selects & manages the tenant, reporting back to you.
10. Quality control & consistency - same property manager arranges repairs, improvements & conducts property inspections.
11. No cash handling policy for the protection of all stakeholders.
12. Daily & semi-monthly trust account internal audits with annual check by independent CPA.
13. Chic staff commit to our policy of continuous improvement, on-going training & regular internal performance review.
14. Chic is committed to continual evaluation of business processes, technology, compliance & how to best delight clients.
15. Independent member of RPMA (Residential Property Managers Association) formerly PROMINZ / IPMA.
16. Chic are bound by the RPMA code of conduct. RPMA members are committed to raising industry standards.
17. No tenanting fee for gold clients – encourages long term tenancies, removes potential conflict of interest, improves accountability, smooths client cashflow.
18. Choice of property management plans to best suit your needs.
19. Gold property management service cancellable with 90 days notice after 12 months minimum term.\*\*
20. Competitive property management, inspection and tenanting service designed to smooth your cashflow.
21. Silver open term property management service cancellable anytime with 90 days notice.
22. Chic property managers are fully trained NZQA certified Methamphetamine Screeners - minimising your meth risk.
23. Meth test lab analysis by IANZ accredited NZS ISO/IEC 17025 testing laboratory.
24. In-house or independent third-party methamphetamine testing options.
25. Comprehensive meth testing & meth management for all tenancies.
26. Optional no rent arrears guarantee & landlord risk insurance available.
27. REAL approved property managers – staff regularly trained to ensure compliance with insurance underwriters.
28. Where authorised Chic provide insurance administration & claims management service.
29. Chic carries professional indemnity & public liability insurances underwritten by Lloyds of London.
30. Performance guarantee. Free 90 days property management if we don't perform.
31. Obligation free market rent appraisals.
32. Scheduled market rent reviews both during tenancies and on renewal.
33. Regular property portfolio strategy review meetings on request.
34. We look after the complex needs of multiple property owners. Let us work with you to solve your tenancy problem.
35. Free property photography.
36. Marketing campaign planning and ad design.
37. Free Chic "For Rent" signage.
38. Free internet advertising on [www.chicpm.co.nz](http://www.chicpm.co.nz).
39. Automated internet marketing prior to tenancy expiry.
40. Fee free internet marketing with [trademe.co.nz](http://trademe.co.nz) & [realestate.co.nz](http://realestate.co.nz).
41. Fee free payment for council rates, water, insurance, advertising, background & credit checks.
42. Water meter reading and consumption-based apportionment for shared service managed tenancies.
43. Smoke alarm regulation compliance management.
44. Healthy Homes Act compliance monitoring & assessment.
45. Comprehensive pre/post tenancy property inspections with photos.
46. Initial month extra property inspection & free recheck as necessary with every change of tenants.
47. Routine property inspection package to suit. 3 monthly & unlimited free re-checks with all management plans.
48. All property inspections with photos and / or video.
49. 24/7 owner internet access to rent, property inspection, work orders & other records...
50. Fixed-term tenancy structuring, signup, monitoring & renewal.
51. Periodic tenancy rollover from fixed term & signup as instructed.
52. Free Tenancy Tribunal application, preparation, mediation & tribunal attendance with Chic approved tenants.
53. Multi-bureau credit checks on prospective tenants.
54. Advanced pre-tenancy background checks (12+ databases, over 100 data sets).



## PROPERTY MANAGEMENT LTD.

55. Fast, secure tenancy application form processing from multiple web portals.
56. Pre-tenancy ministry of justice & tenancy tribunal checks.
57. Pre-tenancy meetings, prior landlord & reference checks with written records.
58. Chic pre-tenancy cross referencing & custom checks.
59. Tenant shortlist, recommendations & selection.
60. Sundry service\* - designed to minimise nuisance callout costs & tenant instigated fees.
61. Bond collection, lodgement & refund administration
62. Chic comprehensive tenancy agreement with special clauses to maximise legal protection.
63. Daily rent monitoring, zero rent arrears, outgoing arrears & tenant damage protocols to reduce tenancy losses.
64. 24/7 tenant internet access to rent history, water bills, invoices, inspections, agreements, notices, etc.
65. Extra high property manager to tenancy ratio to ensure quality of service is sustained.
66. Prompt income payments to owners account semi-monthly on 1<sup>st</sup> and 15<sup>th</sup> or next working day.
67. Monthly & end of year financial statements are provided. Interim & scheduled reports available on request.
68. Competitive project management fee for arranged renovations, repairs & maintenance.
69. Prompt, reliable, cost-effective emergency repairs and maintenance from approved qualified tradespeople.
70. Risk management focus on vacancy avoidance, compliance & maintenance cost minimisation, long term tenancies.
71. No mileage charges. Online and mobile property management service – We come to you.
72. All work designed to comply with the Residential Tenancies Act 1986, Health & Safety at Work Act and applicable NZ law.
73. Investor rescue service\* - **Free situation assessment & up to 3 months free property management when you change property manager!**
74. Regular property and tenancy compliance reviews.

\*All insurance, in-house meth testing, sundry services, management plans and investor rescue services subject to availability and acceptance. \*\*Gold plan minimum term restarts from date last tenanted. Please note: Due to our policy of continuous improvement the delivery of management services and terms may change.

**Call Roger on 022 0800 237 to schedule a free, no obligation on-site rent appraisal to find out if you can effectively have your property managed for free, today!**

### RPMA CODE OF ETHICS

**The primary obligation of membership of the Residential Property Managers Association of New Zealand is the ethical practice of property management. This code sets out the ethics that guide the decisions and actions of Members.**

1. At all times members of RPMA will act with professionalism, honesty and integrity, ensuring their actions do not bring the profession into ill repute.
2. Members will adhere to the ethics of RPMA.
3. Members shall avoid deceptive practices.
4. Members will avoid and/or disclose any conflicts of interest to clients.
5. Members shall provide professional, independent and objective advice to clients at all times, and not be impacted or affected by external influences.
6. Members shall respect the confidentiality of clients and tenants at all times and adhere to all privacy requirements set out under the Privacy Act 2020.
7. Members shall ensure that all clients have a good understanding of services provided prior to accepting contracts.
8. Members shall comply with the Human Rights Act 1993, and not discriminate on grounds of colour, race, nationality, religion, ethical beliefs, political opinion, gender, marital status, family status, employment status, disability, age or sexual orientation or chosen identity.
9. Members shall assist with any complaint brought against them.
10. Members will abide by the RPMA Best Practice Duties of a Residential Property Manager.