



Landlord Frequently Asked Questions

Contents List

1. What is involved in professional property management?
2. Will I lose control of my property if I give it to you to manage?
3. Are fees relating to property management tax deductible?
4. What information do you provide to help me with my tax return?
5. How do you find tenants?
6. How do you qualify prospective tenants?
7. What insurance do I need?
8. When do I receive my rent payments?
9. What happens if the tenant doesn't pay rent?
10. Do you collect a bond?
11. What do I need to do if I wish to put my property on the market?
12. What do I need to do if I wish to sell or want to move back into the property myself?
13. How much notice do I need to give if I simply wish the tenant to leave?
14. How often do you conduct property inspections?
15. What happens if the tenant is not looking after the property?
16. How is maintenance conducted on my property?
17. Who is responsible for maintaining the lawns and gardens?

1. What is involved in professional property management?

We look after your property as if it were our own. We carry out regular inspections and urgent or minor maintenance to an agreed monetary limit. We carefully select tenants through our stringent selection process and work hard to retain quality tenants. We ensure we achieve a full sustainable market rental for your property.

We take care of all management aspects, including:

- Assessing the current market rental for your property
- Stringent tenant selection
- Preparation of tenancy agreements and bond lodgments
- Six monthly inspections to ensure your property is well maintained
- Collection of rent
- Handling tenants vacating and dealing with bond refunds
- Carrying out necessary maintenance and repairs
- Checking, approval and payment of accounts
- Daily monitoring of rent payments and immediate action on arrears
- Where necessary – attendance at Mediation hearings and Tenancy Tribunal
- Monthly payments of funds to your nominated Bank Account.

To have your property managed by Manawatu Property Limited you will need to complete a Management Authority form which gives Manawatu Property permission to act on your behalf in tenancy matters.

2. Will I lose control of my property if I give it to you to manage?

You can have as little or as much involvement in your property as you wish. You can choose to carry out all your own maintenance and / or use your own tradespeople if you wish.

3. Are fees relating to property management tax deductible?

Yes – all property management fees are an earnings related expense and therefore they can be claimed as a tax deduction.

4. What information do you provide to help me with my tax return?

All fees will be noted on your monthly statement which is posted or emailed directly to you.

A summary statement of fees charged will be provided at the end of each financial year to give your accountant all the information necessary to file your tax return quickly and efficiently.

5. How do you find tenants?

We are popular with prospective tenants as we do not charge a letting fee.

We use several ways to attract quality tenants:

- Advertising on our website
- Advertising on TradeMe and local press
- “For Rent” signs on the property
- Tenants registering enquiries on our website

6. How do you qualify prospective tenants?

We meet all prospective tenants and they are required to complete a Pre Tenancy Application form which we use to find out as much information about them as possible, including several references. Credit checks are done on all prospective tenants and enquiries are made with previous landlords, employers and other relevant parties.

We can discuss the suitability of prospective tenants with you if you wish.

7. What insurance do I need?

You will need Insurance cover on property and contents (to cover the fixtures and fittings). You can also take out special cover to protect against loss of rents and damage by tenants. The tenants are responsible for ensuring their own belongings.

8. When do I receive my rent payments?

At the end of each month we transfer all rent received less expenses directly into your nominated bank account.

Rent payments from tenants are received by automatic payments into our dedicated rental account.

9. What happens if the tenant doesn't pay rent?

We monitor rent payments on a daily basis. On the first day after a rent payment is missed, we phone, text or email the tenant to notify them of the missed payment.

If the tenant fails to pay the rent for another day we issue a 10 day breach notice, giving the tenant 10 working days to rectify the problem. In many cases we are able to negotiate an agreement from the tenant to make additional payments to pay-off arrears.

If there has been no contact, or breach of agreement from the tenant approximately seven working days into the 10 working day notice, we file an application for a mediation hearing with Tenancy Services.

If a mutual agreement is not reached at mediation, or the tenant does not appear, we file for a Tenancy Tribunal hearing at the District Court.

10. Do you collect a bond?

Yes – we collect bond equivalent to four weeks rent and this is lodged as required with the Tenancy Services Division of the Department of Building and Housing.

Bond payments are refunded to the tenant at the end of the tenancy once we have completed a final property inspection and any work required has been completed and paid for.

11. What do I need to do if I wish to put my property on the market?

There are a number of steps which must be followed when selling a residential rental property. Please contact us if you are thinking about putting your property on the market to ensure the correct procedures are followed with respect to tenant notice and access.

12. What do I need to do if I wish to sell or want to move back into the property myself?

Under the Residential Tenancies Act 1986, you are required to give 42 days notice of your intention to move back into the property. This can only be done if the tenancy is periodic. Legally neither party can break a fixed term tenancy. If the property has been sold then you are required to give 42 days notice.

13. How much notice do I need to give if I simply wish the tenant to leave?

In the case of a fixed term tenancy, this cannot be broken by the Landlord without the written consent of the Tenant, in all other cases, 90 days notice must be given.

14. How often do you conduct property inspections?

We undertake detailed property inspections for all properties we manage. Inspection of the property is for the purpose of investigating potential maintenance issues and to ensure the tenants are looking after the property and any chattels.

48 hours notice in writing is given prior to an inspection. Inspections can only be conducted between 8am and 7pm unless otherwise agreed, and not more often than once every four weeks.

We undertake inspections routinely at the following frequencies:

- One month after a new tenancy commences
- At six monthly intervals thereafter; and
- At final bond inspection

*Additional inspections may be undertaken at your request.

Results of the inspection of your property will be reported to you electronically or by mail. Reports will include photographic and written descriptions of the condition of the property and any recommendations for preventive maintenance. We may also suggest improvements to ensure optimum rental return is maintained.

15. What happens if the tenant is not looking after the property?

At the commencement of a tenancy we provide tenants with a list of conditions to be met in relation to care of the property. If it is noticed that your tenant is not keeping the property to the required standard then a notice of breach is issued stating the items that need to be rectified. If this is not done within the stipulated time frame then a termination notice may be issued requiring the tenants to vacate the premises.

16. How is maintenance conducted on my property?

A section of the Management Authority gives Manawatu Property Limited permission to do any urgent or necessary minor maintenance work at the property up to a predefined monetary limit. For any work over that limit, we will contact you first.

We do not charge any commission on maintenance work carried out on your property and the tradespeople we use give very favourable rates due to the volume of work received from us. The discounts we receive are passed directly on to you.

17. Who is responsible for maintaining the lawns and gardens?

The maintenance of lawns and gardens at a rental property is the responsibility of the tenant, unless otherwise stated on the Tenancy Agreement. We can offer tenants advice on contractors to use if necessary.