

PROPERTY INVESTOR GUIDE



TODD & CO
R E A L T Y

Welcome to

TODD & CO REALTY

Handing your investment to a Property Management company is a big choice – this guide touches base on the most-asked questions around Property Management, the role we play in ensuring your property is looked after, and the steps we take to keep you in-the-loop.

We are our homeowners' go-to source of information and support when it comes to rental requirements and all that owning a rental investment encompasses.



OUR SERVICES

Our single Management Fee covers:

- Free rental appraisals
- Monitor all legislative changes and manage any actions required
- Preparing properties for rent
- Advertising and marketing your property
- Viewings with prospective tenants
- Screening tenant applications
- Credit and reference checks of tenants
- Completion of all legal documentation
- Receipting and tracking of rental payments
- Bond lodgments
- Inspections of the property and providing a report
- Organisation of maintenance
- Payment of incoming invoices
- Provision of monthly payments and account statements
- Immediate attention and communication of rent arrears
- Any mediation or Tenancy Tribunal representation
- On-going rental administration
- Personal communication from our team
- Healthy Homes Compliance support



**We work
PROACTIVELY**



**We take care of
EVERYTHING**



**We stand for
SIMPLICITY**

COMMUNICATION

Although there are some instances where a homeowner's involvement is a necessity, we are happy to take as much responsibility off your hands as you would like.

Our team adopts a “would we want to know this about our own rental?” approach to management.

Any important information about your rental – whether it be related to rent, maintenance, tenancy, legislation – will always be passed back to you to keep you in the know.

MARKETING

The majority of tenants are looking online for rentals. We cover the cost for advertising on toddc.co.nz, realestate.co.nz, and oneroof.co.nz.

There are no other advertising costs unless you choose to also advertise on **Trademe**.

There are other marketing methods available, but we generally find they aren't necessary to attract the right tenant.

TENANT SELECTION & MANAGEMENT

We very rarely tenant a property without first meeting the tenant and allowing them to take a look at the property. In-person viewings are our first step in selecting a tenant for a rental property.

Most importantly, we require a detailed application form be completed. This allows us to complete reference, background, and credit checks.

Lastly, we give you an overview of the top prospective tenants, giving you a say in the final choice.

RENT INCREASES

Rent increases are one area where the homeowner's involvement is a necessity. You can increase the weekly rent every 12-months.

We touch-base with our owners to discuss rent increases each year and provide guidance or advice around what we would recommend. At the end of the day, the final rent increase amount that is implemented is your decision to make!

WHEN DO LANDLORDS GET PAID?

Twice a month. Mid-month (on the 16th, or the next working day following) and End-of-month (the first working day of each month).

A statement is generated for each pay-out which details all transactions related to your rental property and the final amount direct credited into your bank account.

INSPECTIONS

Routine Inspections (every 3-months) and **Full Inspections** (before and after every tenancy) are completed at each property.

Is the tenant looking after the home?
Is there any maintenance that should be done?
Do we need to step-in and address anything?

A full report, with photos and notes, is generated for each inspection and sent your way.

These inspections also provide a point-of-comparison on the state of a property at the beginning of each tenancy, throughout that tenancy, and at the end of the tenancy.

MAINTENANCE

Maintenance is unavoidable, but playing phone-tag with tenants and tradespeople is not. **We do not charge any additional Maintenance Fees to manage maintenance**, and we always keep you in-the-loop with what may be needed.

Whether it be repairs, advice, or quotes – we have an existing network of tradesmen that we work with to provide maintenance solutions.

You can be as involved as you wish. If you prefer to do some things yourself or use your tradesperson of choice– just let us know!



RENT ARREARS

This is the one of the most common concerns that homeowners have – what happens if a tenant stops paying rent?

Rents are checked daily, and we act that day if payment has been missed. We either get in touch with the tenant, or we issue a 14-Day Breach Notice outlining their obligations.

On the rare occasion, we will apply for Mediation or a Tribunal Hearing through Tenancy Tribunal in order to end the tenancy and secure the tenants bond payment to cover any remaining arrears.

WHAT IF THINGS GO WRONG?

We can't guarantee that issues won't arise, but we can guarantee that whatever dispute may come up – whether it be tenancy or property related – we have the knowledge needed to tackle it.

We want to provide as much security as possible when offering your property up for rent, and this process starts on Day 1 of management.

From pre-move-in tests on your property all the way through to maintaining records – everything we do for you is done for a reason. Having an experienced Property Manager to deal with the day-to-day running of your property takes the stress and pressure away from you.

HEALTHY HOME REQUIREMENTS

All rental properties in New Zealand are now required to meet the Healthy Homes Standards. These regulations ensure warmer, drier, and healthier homes for tenants and compliance is a legal obligation for landlords. If you're unsure whether your property meets the standards or want to double-check you're on track, we're here to help. Or alternatively check out this link below:

[What do landlords need to know?](#)

SMOKE ALARM COMPLIANCE

Working smoke alarms are a legal requirement in all rental properties. Any new installations must be photoelectric and either hard-wired or fitted with long-life batteries. At Todd & Co Realty, we partner with SATS to ensure your property stays compliant and your tenants remain safe. If you would like to read more, please click the link below.

[We highly recommend taking advantage of their services.](#)



TODD & CO

R E A L T Y

46 DON STREET, PO BOX 346, INVERCARGILL 9840

155 PALMERSTON STREET, RIVERTON 9822

OFFICE 03 218 7124 **FAX** 03 218 7122 **WEBSITE** TODDCO.NZ

WILLIAM TODD & CO LTD, LICENSED REAL ESTATE AGENT (REAA 2008)