



whittle
knight

real estate

Rental Property Management

Your Investment is our
Investment.



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company profile

Founded in 1966, Whittle Knight is a family-owned real estate firm that has set a precedent of providing Christchurch with an individualised and outstanding quality of service.

An established and well-respected member of the local business network, our company is successfully built on a wealth of specialist property experience within Canterbury, as well as on its close links within the local community. This history combined with a well-earned reputation for reliability and trustworthiness has seen the Whittle Knight operation form a professional and efficient Property Management division over the past 55 years.

Residential Tenancies Act

Our Property Management team is bound by the regulations of the Residential Tenancies Act 1986. We act on behalf of property owners during Tenancy Mediation and Tribunal hearings.

Marketing your Property

Once we have a signed Management Agreement authorising us to act on your behalf, we list your property in the following forms of advertising:

1. **Internet** - your property is uploaded onto the following websites, maximising coverage of the property and making it easily available to view by everyone looking for a rental property:
 - whittleknight.co.nz
 - trademe.co.nz
 - realestate.co.nz*

*This site is only available to licenced Property Management companies which includes Whittle Knight Ltd.
2. **Rental List** - your property is included in our rental list with photos and description of your property. This list is available to anyone who comes into our office looking for a property to rent.
3. **Window Display** - your property is promoted on our prominent window display.
4. **Social Media** - we advertise properties on our facebook and instagram page.
5. **Signs** - for lease signs can be erected at your property.

Property Condition Reports

After signing a Management Agency Agreement, your Property Manager will undertake a full inspection of the property both internally and externally to report and photograph the condition of the property prior to lease commencement. For all fully furnished properties – owners are required to provide a detailed inventory. The Property Manager will take photos of all items included in the inventory

Tenant Selection

All prospective tenants applying for a property are required to complete a application form which includes current rental history and/or previous or current home ownership details. Evidence of ability to pay rent must be provided with application. This information is not limited to NZ only applicants but also to those applicants from overseas as well. A credit check can be completed on the successful applicant prior to offering the tenancy if requested (NZ applicants only – this is because NZ credit check data bases do not extend to overseas).

Regular Inspections

We recommend inspections to your property every 3 months. However, this is usually determined by the terms and conditions of your insurance policy. These include both interior and exterior inspections. This is followed up with a report and photos. Tenants are also given feedback on the inspection.

Bond Inspections

Prior to the commencement of the tenancy, a bond is taken from the tenant and receipted. This is then lodged with Tenancy Services. The bond is released at the end of the tenancy, provided the property is returned in the same condition as noted at the beginning of the tenancy, fair wear and tear expected. If there is unpaid rent or a dispute concerning the condition of the property, the bond is not released until agreement between the parties is reached, or if this is not possible, the matter is then forwarded to the Tenancy Tribunal for resolution.

Owner Payouts

Rental collected by Whittle Knight Ltd on your behalf will be paid into your nominated bank account via direct credit on or before the 5th of the following month. At the beginning of every month a detailed statement will be sent to you, outlining all transactions. We also offer a twice monthly pay out option. You can also choose twice monthly payouts on or before the 5th and 20th of the month

Rent Collection

Our Property Management Division monitors tenants' rental payments daily. If rental payments fall into arrears, our Property Manager **will immediately contact the tenant** to correct this. Should a satisfactory outcome not be reached, we will undertake prompt action on your behalf at the Tenancy Tribunal to get the outstanding repaid immediately. Our Property Management Division is familiar with the Residential Tenancies Act and has experience with advocating on behalf of landlords at the Tenancy Tribunal should the need arise.

Insurance and Rates

Please make sure that you have set up regular payments from your account to cover these costs. In the case of an insurance claim we can submit this on your behalf if you provide your insurer our details.

Maintenance

Whittle Knight Ltd will arrange for all repairs and maintenance as required, up to an amount specified by you. We refer any work to reliable and cost efficient trades people who provide a prompt and thorough service.

Quotations will be sought for major repair work and submitted for your approval before acceptance. However, in the case of urgent repairs which are required to either preserve the original condition of the property or to provide essential facilities for the tenant, we will commission repair work without prior reference to the property owner if necessary up to an agreed amount by you.

Fees Structure

Fees	Rates
Letting fee:	1 weeks rent + GST
Property Management Fee: (on all rent collected)	8% + GST
Repairs and Maintenance:	8% + GST
Inspections and Reports:	\$60 + GST
Inventory Check for Furnished Properties:	\$200 + GST
Credit Check:	\$25 + GST
On Applying to the Tenancy Tribunal:	At Cost
Healthy Homes Assessment Inspection:	\$225 + GST
Annual Smoke Alarm Testing	\$99.95 inc GST
Monthly Administration Fee:	Inclusive
Ingoing Condition Report and Photos:	Inclusive
Attending Mediation/Tenancy Tribunal Hearings	Inclusive
Standard Advertising:	Inclusive
Signboards	Inclusive
Background Checks	Inclusive

*All of our fees are tax deductible.

considerations for the property owner

Our Whittle Knight Property Managers are professionals with the goal of managing your investment and increasing your returns. Our staff are trained to help assist in this process in several ways, including:

An Audited Company

Whittle Knight is a Member of **The Real Estate Institute of New Zealand** and a Licenced Real Estate Agent under the **Real Estate Agents Act 2008** and has its Trust Account independently audited every three months.

Whilst regular auditing is not a legal requirement of any trust monies held by a property management company, Whittle Knight have chosen to continue this best practice procedure in the interests of offering transparency and reassurance to owners regarding any money that we hold on their behalf. Please understand that not all property management companies adhere to this principal and therefore as such, they cannot guarantee the security of your money.

One Point of Contact

At Whittle Knight, you will be assigned a Property Manager and they will be your one point of contact for all matters pertaining to the management of your property. No need to speak to many different people.

Preparing the Property for Tenants

We can supply you with a check list so your property is looking its best to attract the best tenants.

Keys and Locks

A Landlord is required to provide a dwelling that is secure. All locks must have keys and need to be in good working order. Two full sets of keys must be provided prior to lease commencement, one set to be kept in the office. This includes garages and sheds

Reasonably Clean & Tidy

Refer to section 40 of the Residential Tenancies Act. When a tenant vacates a property, they are required to leave it "reasonably clean and tidy". They are not required to leave it to a standard that you would expect a new tenant to move in the following day. We suggest you budget for a small cost for "cosmetic" cleaning between tenancies.

A majority of tenants, however, will maintain the standard that has been set when they moved into the property.

After Hours Emergency Repairs

The Property Managers at Whittle Knight operate a weekly roster whereby they look after the emergency maintenance calls that come in after business hours and over the weekend and public holidays. Only emergency repair work will be carried out during this time, all non urgent repair work will be carried out during normal business hours. You will be advised on the first business day of any work that was carried out during this time

Methamphetamine

We can assist you making sure your property is "Meth free" before a new tenancy commences by arranging independent testing for you. You should check with your insurance company to see whether your policy covers you for the presence and manufacture of Methamphetamine in your property, and if so, whether the policy contains any special conditions that we need to be aware of.

Smoke Detectors

ALL properties must have working smoke detectors that meet RTA legislation - photoelectric alarms with concealed long life batteries placed on ceilings within 3 metres of bedrooms. Smoke Alarms must always be in working order and need to be checked annually or at the beginning of a new tenancy, whichever comes first, that they are in working order.

We can arrange this with All Clear at a cost of \$99.95 inc GST. You are welcome to carry this out yourself and we will provide you with the information we require.

Insurances

You should make certain that your property and its contents are adequately insured, and that your insurers are aware of any changed circumstances. **If you have been living in the property, and will now be renting it out, it is very important that you remember to advise your insurance company of this - failure to do so could result in future claims being declined.** Some insurers provide special policies for landlords, which cover the dwelling and certain chattels. Ensure that items such as the oven, any other whiteware, carpets, window coverings and light fittings are correctly insured.

You might also want to check that your insurance policy has a "loss of rent claim". This is a very important clause to have should the need arise that the tenants must vacate the property for essential work to make the property habitable again

Tax Advantages of Property Investment

There are many legal deductions that you can make to offset rental income. If the investment is well structured you may find significant savings. We recommend you consult a specialist tax consultant

prior to purchasing a rental investment property, and when completing your annual tax returns. If you do not have a tax consultant, we will be happy to offer recommendations. Please note that all Management Fees charged are tax deductible.

Legal Issues

If you are purchasing a property that is already tenanted, please ensure that your solicitor receives copies of the current tenancy agreements, Bond information, and a statement of rents collected. Please ensure that you are provided with a copy of the current certificate of compliance for dwellings that are required to have them. We will also require copies of this information.



healthy homes standards

The Healthy Homes Bill came into effect from **1 July 2021**. All rental properties must meet the Healthy Homes compliance in order to be rented. To find out whether your property complies with this legislation, we recommend an independent assessment which we can arrange for you. This assessment will determine whether your property complies, and if not, it will highlight the areas which may require some work to be done in order for the property to comply, and the likely cost to do so. Further information can be found on the following websites: www.tenancy.govt.nz

Heating



A fixed source of heating that can warm the main living room to 18°C year-round. Certain heating devices that are inefficient, unaffordable or unhealthy will not meet the requirements of this standard.

Insulation



Ceiling and underfloor insulation had already been compulsory since 1 July 2019. You'll need to make sure your insulation meets the new standard. Insulation requirements under the healthy homes standards are measured by R-value. Failure to comply with insulation standards can result in penalties of up to \$4,000.

Ventilation



Make sure each livable space has an openable window or door. At least five percent of the floor area must be made up of these and they must be able to be fixed in the open position. Kitchens and bathrooms need to have an exterior fan to remove the moisture.

Moisture and Drainage



Guttering and drainage has to effectively remove storm water, surface water and groundwater and include appropriate gutters, downpipes, and drains to remove water from the roof. Any enclosed subfloor spaces need a moisture barrier (if it's possible to install one).

Draught Stopping



If you can feel a draught from an unreasonable gap or hole, then it needs to be sealed up. To determine if a gap or hole is unreasonable and should be blocked, consider the size and location of the gap or hole and extent of the draught that flows through.

Generally, if a two dollar coin can fit in the gap and unreasonable draughts pass through this space, then the gap should be filled.

Property Management with **Whittle Knight**

What are you paying for in our 8% + GST management fee?



Peace of mind that **your** property is being looked after 24/7.

Services include:

- Rent collection
- Online advertising
- Ingoing condition reports + photos
- Final bond inspections
- Monthly administration fee
- Tribunal attendance (if required)
- Property manager with many years experience
- Continuous industry training
- Thorough knowledge of laws and legislation
- Extra after-hours work, late night calls/ texts from tenants
- 24/7 emergency line for tenants
- Professional indemnity insurance
- Operational running costs
- Monies receipted securely into a regularly audited trust account

Why should I use a property manager to look after my rental property?

A property manager can be worth their weight in gold for several reasons, especially for landlords or property owners looking to maximise their investment while minimising hassle. Here's why:

1. Time Savings

- Managing a property can be time-consuming, from screening tenants to handling maintenance requests. A property manager handles these tasks, freeing up your time.

2. Tenant Screening and Retention

- Property managers have expertise in screening potential tenants, helping to select reliable, responsible tenants. They also ensure high tenant satisfaction to reduce turnover, saving on vacancy costs and leasing expenses. Selecting the right tenant is one of the most important tasks of a property manager.

3. Legal Knowledge

- Landlord-tenant laws are complex, and the Residential Tenancies Act can be daunting. A property manager ensures that leases, evictions, rent increases, and maintenance are compliant with local regulations, reducing legal risks, especially when it comes to the healthy homes regulation.

4. Maintenance and Repairs

- They coordinate and manage regular maintenance and repairs, often at lower costs due to relationships with local tradies. This ensures the property remains in good condition, enhancing its value and tenant satisfaction.

5. Rent Collection

- Consistent rent collection can be a challenge. A property manager has processes in place to ensure timely payments, reducing the risk of missed or late rent.

6. Marketing and Filling Vacancies

- They understand the local rental market and know how to advertise your property effectively. Their ability to quickly fill vacancies (to the RIGHT tenants) reduces the time your property sits unoccupied.

7. Financial Management

- Property managers provide detailed financial reports, ensuring transparency and accountability for income and expenses. They help you track your property's profitability.

8. Handling Difficult Situations

- Whether it's a difficult tenant, an emergency repair, or a legal issue, a property manager has the experience to handle tough situations calmly and professionally.

In summary, a property manager offers expertise and peace of mind ensuring smoother operations and higher returns. This combination of services often makes them indispensable for property owners. If you would like to explore this option further – please call our Business Development Manager Kelly Lang on 021 846 162 or email kelly@whittleknight.co.nz.

what our clients say about us

"Great service from Whittle Knight Property Management. Kelly was fantastic sorting out the front end paperwork and getting us set up and Saffron has been excellent with the property management. We had a few maintenance hiccups at the start and Saffron was great at communicating them through and giving us choice on how we wanted them sorted."

- Andrew and Tammy

"Alice and Kelly have been amazing throughout the whole process of renting my property. Really eased the stress of moving countries and worrying about my property back home. I have full confidence in them that my property is cared for. They were quick and very efficient. Great communication at every step."

- Abbie

"We were moving cities on short notice and had to rent our house. We chose Whittle Knight due to our past positive experience and we do not regret this decision. Kelly and Justine were able to prepare all the documentation, organise photos, and get ads up quickly. They are friendly, professional, and easy to approach."

- Jiri Moravec

"This is my first time renting & Whittle Knight Real Estate & Property Management Christchurch were so amazing through the process. They made sure we knew what was going on, that we understood what's happening & what we need to do. They were also just super nice & friendly & are great at looking after their properties, making sure they are up to code & will get onto problems/damages fast. Haven't had much experience with Real Estate agencies but Whittle Knight Real Estate & Property Management Christchurch have set a high bar."

- Ellen Serci

"Hi Louiza,
I just wanted to say, thank you for all of your hard work keeping our properties tenanted, with good tenants. You are the best property manager we have ever had, in 20 years of having rental properties."

- Deren and Karen Stevens

"Sarah Adams is my current rental agent and she does an excellent job. She is prompt with maintenance and lovely to deal with in general. I am renting through Saffron next year and the process for viewing our new property and signing the contract was also super easy and Saffron has been lovely to deal with thus far."

- Jorja Brazil

"Whittle Knight have been great for my first year of flatting this year. With my property manager being Sarah Adams. She has been amazing with help enquires and communicating. The WhittleKnight team have been fabulous with helping find and sign a flat for next year, meeting signing a new being flat with Louisa Bushnell who has been super helpful. The awesome team have allowed an easy process with sorting and signing tenancy agreements and made me feel excited to sign a flat for 2024 with them again."

- Bella Bonetti

"The whole team - Great service 🌟 professional and experienced.
Kelly made the initial process easy.
Fiona did a great job managing our rental, communication was perfect.
Megan made the whole selling process easy given we were overseas. The communication was honest and informative and we were updated regularly.
Would recommend Whittle Knight to friends."

- Leh

meet the team



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M.R.E.I.N.Z. Whittle Knight & Boatwood Ltd.

REAL ESTATE AGENTS

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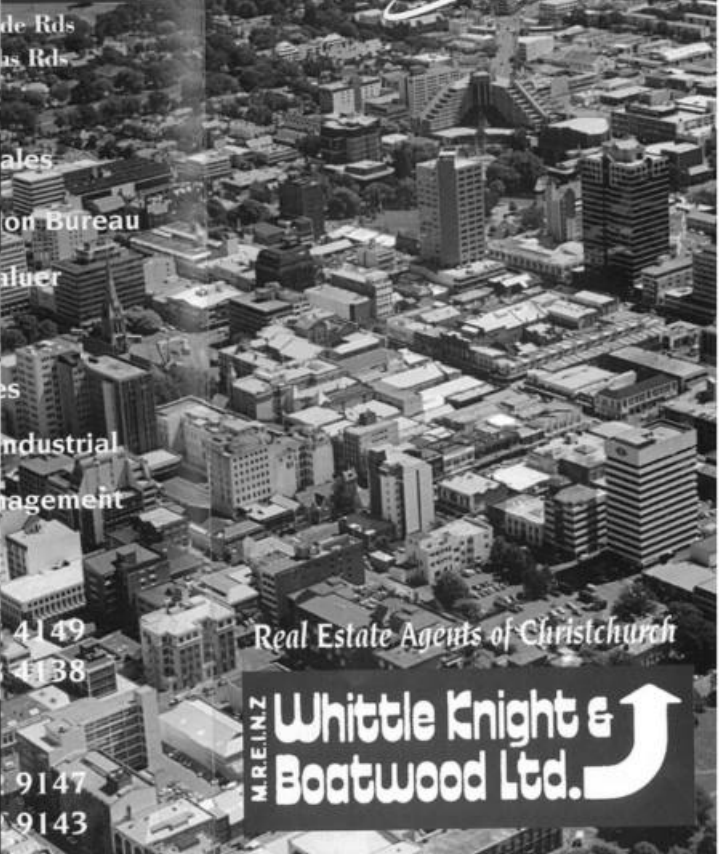
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*"If it's Real Estate
 - we're here to help"*



4149
 4138
 9147
 9143

Real Estate Agents of Christchurch

M.R.E.I.N.Z. Whittle Knight & Boatwood Ltd.

the whittleknight advantage

Founded in 1966, our family-owned business has proudly led the way in providing Canterbury with specialised services across Real Estate, Property Management and Valuations.

Our team takes a bespoke, individualised approach to each client - listening to your needs, researching the market, providing honest opinions about property values and recommending the most appropriate marketing options for your property. The application of a strict code of ethics, along with a culture of hard work and providing honest advice are just some of the reasons Whittle Knight have attracted and retained clients across the years.

One of the aspects that sets us apart is our respect for everyone involved in property transactions. We're determined to ensure everyone achieves their goals; that for each satisfied vendor there's a delighted buyer, pleased to have purchased the property they desired.

We help landlords improve and present their properties to attract and retain the best tenants who will appreciate and respect the homes they rent.

By recognising everyone's needs and working hard to get results that deliver the best outcomes, we continue to earn clients' respect and retain our reputation as an agency that genuinely cares for its clients.

We value and welcome the opportunity to work together with you and achieving the best possible results for you.



Residential Sales | Property Management | Valuations | Commercial

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