

cusack partners

real estate investment | development | management

An owners guide to Cusack Partners

how we
manage
your property

cusackpartners.com

Welcome to
Cusack
Partners

We are a real estate investment firm that owns, develops and manages commercial and residential real estate across a number of cities and towns in New Zealand.

We offer property owners specialist residential property management and real estate services, designed to maximise the returns and value from property investment. When you appoint us to manage your property, you have peace of mind that experts are attending to every detail on your behalf 24 hours a day, 7 days a week.

Questions? This guide should answer them. It tells you more about our firm, our service offerings and what we can do for you.



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Our
services

What can you do for me?

Whether you own one property or a portfolio of properties, we offer a full range of innovative and flexible property management and facilities services. Our solutions are designed to maximise the value of your investment while providing the highest standard of service to your tenants and are backed by our service guarantee.

Our services include:

- Regular rent reviews to provide you with an accurate estimate of how much your property will rent for
- Marketing and advertising your property for rent using a variety of marketing tools to gain maximum exposure and quality tenants
- Sourcing and selecting quality tenants to rent your property and managing their needs and requests on an ongoing basis
- Financial and bond administration ensuring every cent is accounted for
- Tribunal and disputes resolution, managing the legal and disputes process on your behalf
- Collection and monitoring of rent payments and arrears, ensuring you are paid your money promptly
- 24 hour emergency customer service line so that if anything goes wrong, your tenants know who to call
- Regular condition reporting so that you can be assured your property is maintained in good order
- Facilities management services; with access to a range of quality specialised trades and services staff and contractors, we can arrange all minor or major works on your property.

What do I need to know?

All tenancy agreements must comply with the Residential Tenancies Act 1986. And if you are a property owner who is absent from New Zealand for longer than 21 consecutive days, you must appoint an agent to manage your property.

Can you tell me more about your firm?

With the expertise of successfully managing a large real estate portfolio of our own, we know what's important to property owners and investors.

You want peace of mind that your property manager is accessible to both you and your tenants and is responsive in attending to every detail promptly and proactively. You want to know that your property manager is knowledgeable about your property, the local area and is also dedicated to maximising the returns and value of your property investment.

Our scale and reach mean we have the expertise and resources to manage your property. Our integrated platform of dedicated property managers, technology systems and access to skilled trades and services combines in the delivery of quality and responsive property management services to provides you with piece of mind.

What can I expect from my property manager?

Your dedicated property manager is committed to maximising the return on your investment, and providing you and your tenants with quality and responsive property and asset management services.

We are accessible and mobile, that means your property manager is knowledgeable and familiar with your property, your tenants and comparable properties in the town or suburb your property is located.

What service can my tenants expect from you?

We like to refer to your tenants as our customers, who can expect to receive quality and responsive care and attention 24 hours a day, 7 days a week.

All our customers receive a welcome pack. The pack contains useful information about our firm, being a tenant and what is involved, such as being aware of their rights and responsibilities, the high quality of service they can expect and how to contact us.

Where are your areas of service?

Our property managers are mobile and service both urban and rural properties in the following regions:

Bay of Plenty: Edgecumbe, Kawerau, Matata, Mt Maunganui, Opotiki, Papamoa, Rotorua, Tauranga, Te Puke, Whakatane

Waikato: Cambridge, Hamilton, Huntly, Matamata

Guarantee and rewards

Your dedicated property manager is committed to maximising the return on your investment, and providing you and your tenants with quality and responsive property and asset management services 24 hours a day 7 days a week.

We are accessible and knowledgeable, that means your property manager is mobile and familiar with your property, your tenants and comparable properties in the town or suburb your property is located.

With leading systems and technologies in place we are efficient and proactive in managing large or small portfolios of property.

Guarantee

If we have not addressed a concern you have raised with us about our service promptly and fairly, we will put it right, and we will pay you 3 months standard property management services fees.

Rewards

Everyone enjoys a compliment, and the biggest compliment you can pay us is to tell everyone you know about our firm and the services we provide.

If you are an existing client and refer someone to us who signs up on our standard property management agreement, then we think you should be rewarded for your loyalty. As a token of our appreciation we will send you \$200 pre loaded on a Visa card to use anywhere Visa is accepted.

Your property

I want Cusack & Partners to manage my property. How do I become your client?

A wise decision. Welcome!

All you need to do is fill out the asset management agreement and schedule, and we will take care of the rest.

We will contact your previous agent, if applicable on your behalf and arrange transfer of the management authority from them to us. We will then contact your tenants, introduce ourselves and provide them with a small housewarming gift and welcome pack that clearly explains who we are, what we do and the necessary details for their new 'landlord', such as bank account and contact details.

Most importantly, we will ensure rent is paid on time as usual and promptly paid to you.

What do your services cost?

Our competitive fee structure and charges can be found on our website cusackpartners.com, or you can call your property manager who can explain our fees and charges to you.

How will you advertise my property for rent?

Effective advertising and marketing of your property for rent is essential.

Firstly, friends, family or colleagues of tenants we have assisted in the past refer many of our customers to us. Beyond that, we have a presence across a number of channels to promote and market your property.

On the day we take over the management of your property, we start promoting your property and send a targeted Email Alert to potential tenants looking for a property like yours.

In addition to digital marketing such as email and websites, we also believe in the good old fashioned 'For rent' sign. These signs are highly effective in targeting tenants who already live in the area and may be looking to move. We also advertise in leading suburban newspapers in all the areas we service.

Your property is actively promoted on leading websites such as trademe.co.nz, realestate.co.nz, sella.co.nz, cusackpartners.com and we use quality photographs to ensure your property is presented at its best to attract the right calibre of tenant at the highest possible rent.

How much will my property rent for?

A variety of factors determine the market rent for your property. These include location, age, condition and features, such as how many bedrooms and bathrooms it has. By running comparative data we will present you with the true market rent for your property.

How long will it take to find a tenant for my property?

A property will rent sooner when it is well presented, professionally marketed, and priced according to the demand for similar properties in the same area.

When we conduct an initial market appraisal, we will provide suggestions that could improve the potential returns from your property or assist renting it sooner.

How often will you inspect my property?

Every three months.

What do you look for during an inspection?

Not only do our property managers have meticulous attention to detail, they also carry tablets that contain previous condition reports and photos of your property. That way, your property manager is able to instantly compare the condition of your property from one inspection to the next.

In particular, our property managers look to see that your property is clean, not overcrowded, free of animals (unless stated on the lease), smoke free, that all repairs or maintenance has been respected and that the tenants are happy.

You are then emailed or posted a copy of the latest report.

What do you do if you find something wrong?

If something is wrong, we will take care of it. Immediately we will make contact with the tenant to discuss the issue and reach a resolution.

Occasionally we may need to call upon the Tenancy Tribunal to assist in resolving a dispute. This is always our last resort and is seldom employed, as regular contact with the tenant means we are usually able to resolve any issues quickly.

How often do you conduct rent reviews?

Every 6 months. That doesn't mean the rent goes up every 6 months, however we want to maximize your returns and one of the best ways to do that is to regularly review the market. So when we carry out inspections on your property, we also carry out an updated market rental review. If we determine that it is appropriate to increase the rent, we will provide the tenant 60 days notice that the rent is to increase.

When do you pay me?

You are paid out of our trust account twice a month.

Our trust account payments are made on the 1st and 14th working day each month.

Income and expenditure statements are then emailed or posted to you on the first working day of each month.

How often do you monitor rent payments?

Every day. Our property management system is reconciled with our trust account to immediately alert us if any tenants have missed their rent payment.

What happens if my tenant doesn't pay rent?

Tenants are contacted the day payment is due either by telephone, text or email.

In most cases we are able to discuss the issue and resolve the issue then and there. If not, we will take appropriate action on your behalf, including at the tenancy tribunal to resolve the issue.

How much bond is collected?

4 weeks bond is collected by us, and then paid to and held by the Department of Building and Housing for the length of tenancy.

Does the bond increase when the rent increases?

Yes, 4 weeks bond is held at all times. When we increase the rent, at the same time we request the tenant top up their bond account.

Can I be informed about all repairs or changes in rent beforehand?

Yes. You choose how much, or how little you want to be involved in the management of your property.

What happens if my property gets damaged?

As soon as we are made aware of the issue we will arrange qualified and skilled trades people to attend to your property and carry out repairs, and ensure that the repairs are completed satisfactorily.

If the cost of damages is recoverable from a third party such as the tenant, we will take care of recovering those costs on your behalf.

What happens if emergency repairs and maintenance are required?

We are accessible 24 hours a day, 7 days a week through our customer service line.

All our customers are provided with an information guide so that our contact details are always close by.

We arrange and manage all repairs and maintenance utilising our own maintenance staff, or through our wide network of qualified trades and services people at competitive rates

What financial reports will you provide me?

Each month on the first working day we will email or post to you an income and expense statement. Your statement will detail all rents received and any cost incurred, such as repairs, with the final balance owing to you, this will be paid promptly into your bank account.

Annually, we will also provide you a total year end statement, to enable preparation of your accounts.

If you require any other special purpose reports, contact us. We are always happy to tailor our reports to suit.

Your
tenants

How does a potential tenant view a property they are interested in?

By contacting us, either by email or phone to arrange an appointment.

Our property managers are mobile and flexible and always accompany prospective tenants on viewings of your property. This gives prospective tenants and the property manager an opportunity to meet in person, so that the best features of your property can be highlighted to prospective tenants.

How do you select the right tenant?

Finding the right tenant for your property is one of the most important things we do.

Your property manager is experienced in meeting prospective tenants and talking to them to find out more about them, who they are and whether they are a good match for your property.

What does a tenant need to accompany their application?

We have a number of checks and balances in place to ensure we place only the best tenants for your property. All tenancy applications require potential tenants to provide;

- Current and past address, landlord and employment details
- The full name and contacts for next of kin, not living with the tenant, as well as emergency contacts
- A copy of their drivers license, and one other form of ID eg. passport or utility bill
- 2 referees able to be verbally contacted by our property managers
- Consent to make credit and character reference enquiries about them

Do you verify the information provided in a tenancy application?

Yes. We will only place a tenant into your property if we can verify the information they have provided to us, so we always contact referees and carry out a credit check.

How much does the tenant pay to move into the property?

Before a tenant can move into your property, the tenant will be required to pay approximately 6 weeks rent. This covers the first week of rent in advance and 4 weeks bond, plus our administration fee.

How does the tenant pay their rent?

Rent and bond is paid in advance by your tenant and their property manager will give them an automatic payment authority to be loaded at their bank, for ongoing weekly or fortnightly rent payments.

Who do the tenants pay the rent to?

Your tenants pay their rent into our trust account. To ensure every cent is accounted for, our trust account is independently audited each year.

What happens when a tenant moves out?

We carry out an inspection to ensure that the property has been vacated, clean and well presented and is ready to impress prospective new tenants.

Our property managers also take photographs and update the condition report. If deductions are required from the bond we take care of this on your behalf.

We aim to get your property ready for new tenants to move in as soon as possible we immediately begin marketing your property to prospective tenants.

What should I tell my insurance company?

You need to inform your insurance company that your property is rented to third parties, that a property management company manages it, and who that company is.

What do I do if I want to sell my property?

Contact us.

We will take care of notifying your tenants and assist your real estate agents get the necessary access to conduct viewings and marketing for the sale of your property, while minimising disruption to your tenants.

If the property is sold with vacant possession and the tenant is on a periodic tenancy, the tenants must be given 42 days notice.

If the tenant is on a fixed term tenancy, the tenant cannot be given notice until the original expiry date of their tenancy.

Is private
information
relating to me
and my tenants
secure?

Yes. The privacy of our client and customer information is paramount and we have a number of policies, procedures and safeguards in place to secure private information.

You can find out more about our commitment to privacy on our website cusackpartners.com.

Is information
relating to me
accurate?

It is vital that if you change your contact details you let us know. You can request to see any information we hold about you and request that it is updated if you believe it is inaccurate.

To request a copy of information we hold about you, please contact our privacy officer.

What if I have a
complaint?

Contact us. If something is not right, we want to put it right.

To ensure your concern is dealt with promptly and fairly, we have in place a complaints procedure.

Contact
us

Client and customer care

Telephone

0800 800 910

24 hours, 7 days a week

or 07 308 9888

Monday to Friday 8am to 6pm

Email

info@cusackpartners.com

Website

cusackpartners.com

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