



The **15 Most Important Questions** You Need To Ask of Any Property Manager



#1 Does your property manager have a good understanding of the required legal knowledge?

It is critical that any property manager you use to manage your property really understands and uses the Residential Tenancies Act. If not you may personally be held liable and you could quickly end up out of pocket.

Rent Right's expert knowledge of the Residential Tenancies Amendment Act (RTAA) 2010 will help you avoid the pitfalls of what can be quite complicated legislation. It's a highly specialised aspect of real estate and is fraught with the potential of litigation.



#2 Does your property manager have access to accurate and up to date market data enabling them to accurately assess the market rental value of your property?

Do you get the right market data to make an informed decision?

Are you unsure about the information you are using to establish rent, market trends the future of your investment? Inaccurate data can mean that the rent for your property is set too high and is difficult to rent out or set too low and you miss out on returns and may even attract undesirable tenants.

Rent Right has access to a number of residential market statistics that allow rental returns and market trends to be established with confidence. We can set realistic rental rates optimising the return on your investment.



#3 Are you currently being kept informed through quality reporting?

Or do you feel like you are kept in the dark and are a nuisance when you call or email to get the information you should really be getting anyway?

At Rent Right you get statutory and monthly financial reporting on your properties this as standard practice. You receive detailed monthly statements and end of year reports promptly so that they are ready for your professional advisors.



#4 Do you have access to your own properties information 24/7?

Without the right information, quite simply, how do you know how your properties are performing?

Here at Rent Right we provide you with your very own access code which allow you access to computerised property management systems and all your information is not only available but available 24/7 to you.



#5 Does your property manager have Accurate paperwork – such as professionally prepared tenancy documentation?

Just imagine the issues one would face in trying to deal with possible rent arrears, damage with poorly prepared documents such as Tenancy agreements.

Rent Right understands the importance of the tenancy agreement to all parties. We take great care in preparing these agreements and ensure all details are true and accurate. This gives all parties a thoroughly professional tenancy document.



#6 Is your rental income secure and well managed?

Can you be sure that your rental income is being managed properly and securely? Does your property manager address rent arrears promptly or allow them to build up until the tenant is so overwhelmed that any chance of catching up is highly unlikely?

At Rent Right you can be sure that your rental income is secure. Your money is managed according to the provisions of the Real Estate Agents Audit Regulations 1977. We follow up any missed rent payments immediately and take action if necessary.



#7 Does your property manager have a system in place for managing tenant's complaints?

Tenant's complaints can range from the trivial to serious. Most often they are to do with maintenance issues with the property. If not dealt with promptly the matter can escalate and you are left with a disgruntled tenant and possibly a large repair bill.

At Rent Right we log all complaints and they are attended to within 24 hours, at least with communication with the tenant to identify the problem and its urgency.



#8 Do you receive regular Property Inspection Reports? Are they thorough and include complete bond inspections, rent reviews, rent monitoring and regular property inspections?

Regular inspections mean that problems are picked up early and repair bills kept to a minimum. Regular rent reviews maximise the return on your investment and mean that rent increases gradually which is more acceptable to tenants.

We at Rent Right are determined to utilise technology to the full advantage of our clients and tenants. As a result our property inspections are very complete and include photos plus maintenance issues all on the one document. These reports are thorough, informative and keep our clients fully in touch with their property. Also we are very keen to help mother earth so these are always emailed.



#9 Do you receive good communication – keeping you well informed on the status of your property and the tenancy?

Are you the last person to find out that there is an issue with your property?

Like all successful relationships, at the centre is honest communication. We pride ourselves on not only having honest communication but delivering it in a timely manner. Rent Right continually works to improve our services and in turn improve the performance of your property or portfolio. This is achieved with open and timely discussions.



#10 Dispute resolution – not a great place to find yourself in – how would you cope?

A tenant is in arrears or another tenant wants to break his contract. Would you know where to start to resolve these issues?

A result of our open and honest communication policy, dispute resolution is not an area we find ourselves in a lot. Sometimes you just have to have a third party sort and determine the result for you on certain issues. We are very comfortable with this and as a result of our strong book keeping and note taking, we find a positive result for Rent Right and our clients more often than not.



#11 It is very important to have very Careful tenant selection –how are your tenants selected?

How do you avoid renting out your property to the tenants from hell?

We totally understand that the successful tenancy of your property starts with tenant selection. This is an area that we at Rent Right take very seriously. We do not prescribe to any tenant to any property – we match people to property and utilise the property as best we can.

All tenant applications are completed on one of our tenant application forms. All references, such as employees, friends, past landlords etc are checked. We also do a credit check and tenancy tribunal data base search.

It is only when all the above is completed that we have a full picture on which to make a decision. All applicants are phoned and advised as to the status of their application.



#12 What Expertise does your manager have?

Anybody can choose to set up as a property manager. Your property has a value in the hundreds of thousands. Do you think it is worth putting it in the hands of anyone who is not an expert in property management?

With in-house training on topics right across the industry as well as attending local and overseas conferences, we have robust knowledge of the industry and accepted practises. This gives us the confidence that we are doing the right thing for our clients. Ongoing professional development and upskilling is part of daily life within Rent Right.



#13 Does your property manager have a repair management and preventive maintenance system?

Are you made responsible for the repairs on your property? This can mean that you have to take time out of your busy day to liaise with Trades people and tenants and as you probably don't have a working relationship with them you could end up with long waiting times for repairs at exorbitant prices. If regular preventive maintenance is not carried out on the property you could end up doing major repairs at huge financial cost to you. Particularly in the case of water damage the cost can escalate rapidly.

At Rent Right we have working relationships with contractors who will prioritise any repairs and charge reasonable rates. Our regular inspections and proactive response to tenant's complaints pick up maintenance issues early before they turn into major repair jobs. We liaise between the tenants and the contractors so that the management of your property continues to be hassle free for you.



#14 Does your property manager have access to REINZ approved Landlord Insurance?

Is your property adequately insured to protect the value of your investment? Many landlords have been caught out with insufficient insurance and left hugely out of pocket.

As a licensed property management company Rent Right can provide you with access to REINZ-approved cover with the Real Landlord Insurance NZ Ltd, this is a landlord preferred policy covering you for loss of rent, malicious damage and theft to the building, contents cover and legal liability.



#15 How profitable is your property?

Not all properties will be profitable, at least not in the short run, but it is important to ensure that they are being managed with profitability in mind. This means optimising rental income, reducing vacancy periods and maintaining the property in good condition.

At Rent Right our property owners can have Peace of mind, knowing that we are a licensed property management company that is experienced in all aspects of property management. You can rest assured that we act efficiently and professionally, to safeguard your investment.

Welcome to Rent Right, Christchurch's leading, quality rental property management company, for both landlords and tenants.

Our personal and professional service is focused entirely on the landlord and tenant, and regular communication is one of the keys to our ongoing success.

Rent Right manages properties of an exceptionally high standard, which are rented to tenants of a matching calibre, providing peace of mind to both tenants and landlords.

We pride ourselves on the professionalism and quality of our service as well as the importance we place on personal contact – when we say we will be in touch at a certain time, we are. It's imperative that both landlords and tenants have complete confidence in our service and us.

Whether you are looking for a quality, well managed property in which to live, or you have a property of a high standard that needs managing by an experienced property management company, then look no further.

Rent Right knows Canterbury..... and Rent Right is experienced, professional and effective, which is why Rent Right is one of Canterbury's premier property management companies.



Here is what some of our client testimonials had to say:

“As an overseas landlord, trust is paramount in the relationship with our Property Manager. Rent Right has managed our properties to an excellent standard and have also fostered good working relationships with our tenants. The key to this has been their experience in the business, the excellent communication they have with us and their ability to manage all eventualities to a high standard on our behalf. Everything Rent Right have done for us has been handled in a very professional manner, we wish we had found them years ago, and so do our tenants!”

Regards Shawn & Debs

“Thank you for the professional and efficient way you rented our property. It has been a pleasure conducting business with you.”

Regards Jill

“I would highly recommend Rent Right. I was most impressed with the professional management of finding the appropriate tenants. I was kept informed thoroughly, almost on a day-to-day basis; therefore I knew exactly what was happening. I am grateful that I have the professional property management of Rent Right managing my valuable asset.”

From Jo

“Thank you for the friendly, professional and efficient service received when renting Perry Street. I highly recommend your services to others when they are looking for properties to rent or need property management. You responded quickly to my questions and were well organised when completing the handover, this made the whole process stress free.”

Best wishes and regards, Crede

“David and Lorena have been upfront and communicated promptly and sensibly in what is presently a difficult rental market. Sensible options have been followed and communicated to us overseas. What I especially like is that our current tenant looks after the garden, always a good sign. We will be relying on David and Lorena’s experience for years to come.”

Regards Mark and Robyn

Engaging Rent Right as your Property Manager

If you would like to discuss how to engage Rent Right for your property management needs, email info@rentright.co.nz or call **3774939**. This applies to landlords either currently managing their own property or using other property management companies. It is simple and easy to change your property manager. Call us to discuss - obligation free. Phone **3774939**.

