



# YOUR INVESTMENT PROPERTY

**An informative guide on what we will do for you**

[www.charlton.co.nz](http://www.charlton.co.nz) | Level 1, 31-33 Great South Road, Epsom | 0800 700 806

**charlton** property  
management



# WHY CHOOSE CHARLTON PROPERTY MANAGEMENT?

## PROPERTY MANAGEMENT IS WHAT WE DO

## PROUDLY ACHIEVING NATIONAL AWARDS



We are 100% focused on your investment, we are partnered with The Advice Hub to create the full investment picture of your asset.



**Our goal is to provide you with exceptional service and maximise your investment returns. We free up your time and you avoid those problematic tasks that come with owning a rental property.**

We reconcile tenant rent payments every single business day - almost \$36m rent collected annually and managing over 1200 million in assets.

## HIGH OCTANE= HIGH PERFORMANCE

1000+

Properties under management

1.8%

Average portfolio rent arrears rate

1.13%

Average portfolio vacancy rate

65+

Years of industry experience across our diverse team

100%

Locally owned & operated

# CHARLTON BOARDING HOUSE MANAGEMENT?

## BOARDING HOUSE SPECIALIST DIVISION

With a team that only specialises in boarding houses to ensure harmony living in shared facilities with a 97% occupancy rate to maximise your rental return. Charlton are currently managing:

Otahuhu - 50 rooms  
Grey Lynn - 90 rooms  
Pt Chevalier - 26 rooms  
Mangere - 12 rooms  
Otahuhu - 35 rooms  
East Tamaki - 21 rooms  
Papatoetoe - 30 rooms  
Otahuhu - 20 rooms  
Henderson - 12 rooms

Boarding House package includes:

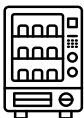
- Flat fee all inclusive 8%
- One off marketing of \$250



WIFI | Power | Water  
Inclusive



Coin operated laundry  
facilities (pay wave by 2025)



Coin operated vending machines  
(pay wave by 2025)



Full support building manager  
and cleaning services



Full BWOFF and fire safety with  
regular checks

## FACTS & STATS

300+

Boarding House  
Managements

\$380

Average rent

3%

Average portfolio  
vacancy rate

40+

Years of industry  
experience across our  
diverse team

100%

Locally owned  
& operated

# OUR MANAGEMENT FEE TIER PACKAGES

	Price List for add on services if 7.5% tier chosen	7.5% Standard Tier	8.5% Premium Tier	9.5% Premium+ Tier
Property consultation advice and rental reviews		✓	✓	✓
Tenancy Agreements and renewals		✓	✓	✓
Tenancy reference checks		✓	✓	✓
Tribunal application		✓	✓	✓
Collection and management of rent		✓	✓	✓
Insurance claims facilitation and processing fees		✓	✓	✓
Bond collection, lodgements and refunds		✓	✓	✓
Financial year end summary statements		✓	✓	✓
Maintenance fee of 7.5% on all invoices paid		✓	✓	✓
Annual Rental Review report	\$150.00		✓	✓
Comprehensive entry and exit inspections for tenancies	\$80.00		✓	✓
TradeMe Advertising (Features additional cost)	\$90.00		✓	✓
All House (Facebook Marketplace) Advertising	\$15.00		✓	✓
Maintenance fee of 6.5% on all invoices paid	6.5%		✓	✓
Tribunal attendance and evictions hourly rate	\$50.00		✓	✓
Credit checks per potential tenant	\$30.00			✓
Tenant Vacated Debt Protection	\$150.00			✓
Routine inspections	\$50.00			✓
Maintenance fee of 4.5% on all invoices paid	4.5%			✓
Watercare processing charge	\$24.00			✓
Watercare check reading charge if applicable	\$120.00			✓

***Letting fee payable applicable for all new tenancies equivalent to 1 week of rent + GST***





# WHY YOU NEED PROFESSIONALS MANAGING YOUR RENTAL INVESTMENT

**If you are considering managing your own property, it would be beneficial to check your answer to these questions ...**

Do you have the tools and resources to accurately complete robust reference and character checks with tenancy applications? Poor tenant selection can cause considerable stress and be very costly for landlords.

Are you consistently completing quarterly inspections and holding comprehensive reporting and photography on file, as these are often essential for landlords insurance?

Does your knowledge of the Residential Tenancies Act allow you to represent yourself correctly at a Tenancy Tribunal hearing? Such representation must be absolutely precise. If you are ill-prepared with non-compliant documentation, invalid notice periods or a poorly constructed evidence trail, justice may not fall in your favour. Minor mistakes can cause unfavourable financial outcomes.

Do you have the detailed knowledge to successfully terminate a tenancy and recover possession of your property without the need to go to Tribunal?

Do you possess an in depth understanding of the Residential Tenancies Act, understand how to operate within the law and maintain a fair and professional relationship with your tenant? Your tenant may be entitled to financial compensation if you inadvertently breach their rights. Tenants are becoming acutely aware of their rights under the Act.

Do you know how to correctly lodge your tenant's bond in accordance with required time frames and current legislation. If you fail to comply you could be liable for heavy penalties.

Do you know how to calculate correct notice periods? If not, your notices can be compromised and you may be unable to action the Tribunal process as intended.

Do you know the legal procedure when the tenant has abandoned and their abandoned goods remain at the property? The Residential Tenancies Act has procedures that must be followed where goods are left at the property. If you enter the property when possession has not been handed back, you risk compensation you may be entitled to. In addition, penalties could be imposed if you have breached the Residential Tenancies Act.



## SOME KEY DISTINCTIONS IN OUR BUSINESS OPERATING MODEL

# 01

We run a portfolio management system. This means your dedicated Property Manager becomes intimate with your property and builds an in depth understanding of the property, which in turn help in keeping your investment whole.

# 03

Our Property Managers work with the very best mobile and desktop technologies available. This provides seamless communication between all stakeholders including tenants, landlords and suppliers with any property maintenance.

# 02

We keep our Property Managers' portfolios small - this provides the time and resources to staying on task with our key mandate of providing exceptional service. We understand our clients' and customise our broader service to their requirements.

# 04

Our clients rental funds are held in a trust account which is externally audited by MFA Ltd, Auckland. This simply means your rental income is in very safe hands for precise, timely distribution to our clients at the beginning of each month.

**The Residential Tenancies Act is complex and any mistakes are an unwanted distraction that can be very costly.**

**Our team are highly trained with the knowledge to protect our clients from the various legislative changes. And it is not just the pure financial cost, but equally it's the time lost that you never get back**





# TENANT SELECTION

Choosing the right tenant is without doubt the most critical decision in managing our clients' properties

**Our comprehensive screening process includes:**

- A detailed application form within the parameters allowed by the Privacy Act
- Credit checks include credit defaults, District Court fines, insolvencies and judgements
- Robust reference checks from previous tenancies or employment

A person is sitting at a wooden desk, working on a laptop. The laptop screen displays a website with a car image. To the right of the laptop is a book with a yellow cover and a blue cup. The person is wearing a blue and white checkered shirt. The word "MARKETING" is overlaid in large white letters on a dark rectangular background.

# MARKETING

**Positioning your property to reach the correct audience by cost effectively utilising high traffic digital platforms.**

- Trademe.co.nz
- Allhouse.co.nz (Facebook Marketplace)
- Charlton.co.nz
- Weechat pages
- Local magazines
- Social Media boost campaigns
- Current Database including owner/occupier displaced occupants



# VACATED TENANT DEBT PROTECTION

**Circumstances can change for tenants during their tenancies, and to ensure that you are not out of pocket should the end of their tenancy turn sour. Please consider our Vacated Tenant Debt Protection.**

- Once the Tribunal case at the end of the tenancy is completed by your property manager
- The bond is refunded to our Trust Account
- Any costs above the bond up to \$2500 will be covered. Such as rent arrears, lock changes, overgrown lawns etc

## \$150.00 + GST

ANNUALLY (DEDUCTED PER MONTH)

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0800 700 806



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# MEET THE TEAM



**Tiri Raumati-Greenhalgh**  
Managing Director



**Fred Ofa**  
Director and New Business  
Language: Tongan



**Emma Bryers**  
Co Owner



**Natalie Wood**  
National Business Manager  
Language: Malay and Mandarin



**Te Ariki Boaza**  
Boarding House Operations Manager



**Campbell Upton**  
Senior Property Manager



**Kerry Louwrens**  
Property Manager  
Language: Afrikaans



**Shawn Li**  
Accredited Property Manager  
Language: Mandarin and Cantonese



**Tedrick Teo**  
Accredited Property Manager  
Language: Malay, Mandarin and  
Cantonese



**Collette Reardon**  
Accredited Property Manager  
Language: Afrikaans



**Ravi Chand**  
Accredited Property Manager  
Language: Hindi



**Kaz Schulze**  
Senior Accounts



**Lucky Tu'uholoaki**  
Administration and Accounts  
Language: Tongan



**Mike Alexander**  
Administration



**Proudly Achieving National Awards**



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