

NEW CUSTOMER SIGN-UP PROCESS

- 1 Determine customer's goals for property
- 2 View property and provide rental appraisal
- 3 Prepare and sign management agreement
- 4 Complete preliminary property inspection
- 5 Comprehensive chattels inventory and photography
- 6 Prepare and approve marketing plan
- 7 Market property for rent

QUINOVIC CARE AND RETURN PROPERTY MANAGEMENT SYSTEM

- 1 Screen and select tenants
- 2 Sign up tenants
- 3 Establish payment and reporting system
- 4 Establish Property Manager relationship
- 5 Implement quarterly property inspections
- 6 Proactive maintenance management
- 7 Regular reviews with property owner
- 8 Review tenancy agreement before renewal
- 9 Renew or terminate agreement
- 10 Market property for rent
- 11 Complete final property inspection
- 12 Prepare property for new tenants

CONTACT US

We aim to make owning rental investment property more rewarding – personally and financially.

If that's your aim, then leave your home with the experts. **Leave it with us.**

www.quinovic.co.nz

SECURING THE BEST CARE FOR YOUR HOME.



EXPERTS IN PROPERTY CARE AND RETURN

Your own home is an investment that you've put your money and effort into. To maintain its value, it needs practical care and attention from people who can commit to working on it all the time.

Not just anyone, either. You need people who know exactly how to ensure the value of your home is protected – through the best level of care.

Our proven systems for Care and Return ensure your home will be kept in the best condition possible, for when you're ready to come back to it.

OUR ADVANTAGES

- **25-plus years of experience:** we've enabled home owners all over New Zealand to gain better returns and protect the value of their homes.
- **Nationwide presence:** more than 25 offices, over 7000 properties under management.
- **Reputation for results:** 90% of our customers come to us through referrals.
- **Skilled management:** we attract New Zealand's best property managers, who are pro-active about taking the right actions on your behalf – and keeping you informed.

OUR QUINOVIC CARE SYSTEM

Our Quinovic Care System ensures the best tenants, the best rental, proactive maintenance management and reduced stress.

TOP MARKET RENTALS

- We are experts at assessing market rentals, so you can be sure you will receive the maximum rent for your property and area.
- We will review the rent on a regular basis in line with market movements.

RIGOROUSLY SCREENED TENANTS

- We have a reputation for managing New Zealand's best properties, which means we attract the highest calibre of tenants.
- The best tenants mean significantly fewer issues in payment and property care. You can feel secure with Quinovic tenants in your property.
- We carefully screen, credit check and reference-check all our tenants – that is compulsory for every property.
- We set clear expectations with our tenants from the outset.

SECURE TENANCIES

- We aim for Fixed Term Tenancy agreements for at least one year, which gives you the security of guaranteed rental income.
- There is no commission paid to property managers for signing a new tenant, to ensure we get the right tenant for long-term tenancy.
- We aim for no more than two weeks between tenants. Our reputation for high quality properties means high demand, so at times we have a pool of prospective tenants to select from.

EVERYTHING MANAGED FOR YOU

- We manage all legal documentation: tenancy and bond agreements. We lodge all bonds.
- We can discuss with you any clauses you would like added to the standard tenancy agreement.
- Our aim is to ensure there are no issues – but if there are, we will act to resolve them promptly on your behalf, and keep you well informed.

PROACTIVE PROPERTY MANAGERS

- We attract New Zealand's best property managers: skilled, knowledgeable, pro-active, decisive, effective – who think about your property for you.
- If there are any decisions or actions to be taken, we will act within the maintenance limits authorised. When it's an urgent issue we will contact you.
- You are welcome to contact us at any time. Your Property Manager will give you their contact details.

PLANNED MAINTENANCE

- Every property needs regular maintenance to protect its value and desirability. Our regular property inspection reports will recommend a planned maintenance schedule, to be carried out as it suits you best.
- Every property will need some urgent maintenance, too. We will act within four hours of the tenant alerting us, and will report to you promptly within business hours.
- Quinovic has relationships with New Zealand's best tradespeople. Our negotiating power means high quality maintenance at competitive costs.

SIMPLE, TIMELY FINANCIALS

- We have zero tolerance of rent arrears.
- We make payments in your bank account 5 working days after we have received the rent from the tenant.
- You will receive a monthly statement, which will clearly outline monies received from tenants, payments made, our fees and any costs for maintenance.
- We can also pay the rates, insurance and body corporate fees on your behalf if that's more convenient.
- You can access your secure, confidential property and rent records at any time, online.
- Our reporting system is thorough and in plain English. We will aim to take you through it when we first take on the management of your property.