

# Phoenix Property Management Profile



**Harcourts  
Phoenix** the right move

**Harcourts**  
SINCE 1888  
PHOENIX PROPERTY MANAGEMENT LTD WRENSZ LICENSED AGENT  
REAA 2008

# About Us



## We are Residential Property Management Specialists

**Property management is not just about letting your property to suitable tenants, there is so much more involved.**

**Harcourts Phoenix Property Management will ensure you receive a service that provides integrity, professionalism and peace of mind.**

If you own a residential property that is either vacant or tenanted, Phoenix Property Management can take care of the on-going management for you. Phoenix Property Management gives property owners the opportunity to experience professional and effective management of their tenanted property – we'll take care of the worry.

Phoenix can fully manage all aspects of your rental property, from finding tenants through to rent collection and regular property inspections. Phoenix will maximize your rental income by following the correct guidelines outlined in the Residential Tenancies Act, of which all our Property Managers are fully conversant in.

We know that your residential property is an asset and investment. Competent management means personal financial security. Whether you are heading out of town and need someone to manage the rental of your home or whether the property is part of an investment rental portfolio, we will ensure your property receives the ultimate care to protect your investment.

We have established systems in place to make sure your property is managed appropriately and because we are working for the owners there is no conflict in interest regarding management of your property.

Our personalized service ensures we offer a tailor made quality service that will satisfy your needs.

In addition to our *Full Management Service*, Phoenix also offers a *Casual Let Service*. If you do not enjoy the stress of finding a suitable tenant for your property, however, prefer to handle the ongoing management yourself this service is for you. To find out more about this service, please contact us.

## A personal note from the Manager

Thank you for taking the time to learn about what Phoenix Property Management can offer you and your rental property.

If you choose to utilise our services, the team at Phoenix will do the utmost to provide you with the highest level of professionalism.

I personally have twenty years experience within the industry and I will ensure our team are managing your property pro-actively, efficiently and effectively.

If you currently own a property and are considering your options or you are looking at purchasing either your first or additional investment property, we can:

- Meet with you for a one on one consultation & offer you advice and knowledge of the rental market;
- Valuate the property to assess the current market rental rate;
- Discuss options to increase your property's rent-ability.

I personally look forward to speaking with you and working together regarding your rental property.

Kind regards,

Dougal Boyd  
Manager



# Our Services

## Tenant Selection

One of the most important aspects of letting your property is ensuring good quality tenants that both care for your property and have the ability to pay the rent. Phoenix Property Management has thorough procedures and screens all potential tenants through appropriate reference checks. This means we can make informed decisions to find the right candidates for your property.

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## Comprehensive Ingoing/Outgoing Inspections

A trained property manager will carry out a thorough inspection at the start and end of each tenancy. This ensures that your property is left in a good condition and any outstanding issues can be dealt with. Our property managers have an eye for detail and will ensure that your property is maintained with the highest level of care.

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## Routine Inspections

Throughout each tenancy we complete routine inspections. The frequency is one within the first month of a new tenancy, and then at four monthly intervals.

This means that you are regularly being kept informed about your property and any problems or upcoming maintenance is managed promptly.

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## Rent Collection

We closely monitor all rent payments from your tenants. If any rental payments are missed, Phoenix Property Management works with the tenants to collect all money. Appropriate procedures are promptly followed if the tenants continue to miss payments for immediate payment of arrears.

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## Bond Collection

Phoenix Property Management will take care of collection and lodgement of bonds regarding your property.

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**MAXIMISE**  
Your Investment Property Returns



# Our Services Cont....

## **Owner Payment / Financial Reporting**

A rental payment is made into your allocated bank account 2x monthly / monthly.

A full detailed statement is sent out monthly. This reviews and details the rental income and all maintenance expenses for your property.

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## **Leading Communication**

Phoenix Property Management understands how important your investment property is, we pride ourselves in leading communication by maintaining a frequent dialog with each owner.

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## **Maintenance and Repairs**

Phoenix Property Management offers an on call repair and maintenance service, your tenants can call us with any problems immediately and know we will deal with the issues efficiently and promptly.

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## **Residential Tenancies Act**

All tenants and landlords are bound by the Residential Tenancies Act; this will ensure you get maximum legal protection when letting your property. Our property managers are completely trained and up to date in the provisions of this Act. The Act is a highly specialized piece of legislation and requires property managers to be competent and thorough when dealing with all tenants and rental properties.

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# Benefits

You receive excellent property and tenant management taking the hassle out of owning residential rental properties.

- You know that your property is in good hands.
- You are kept up to date and well informed about your property, protecting your investment and rental incomes.
- No hassles of rent collection from current tenants.
- No late night or weekend calls from the tenants when things go wrong.
- A professional and expert service from a company that has integrity and excellent financial reporting systems.
- We deal in all suburbs in Christchurch and surrounding areas with rental properties in every investment category.
- You will be expertly represented in all matters concerning the tenancy and your investment.
- Phoenix Property Managers are fully conversant with the Residential Tenancies Act.
- We will skilfully negotiate on your behalf to achieve the highest possible rent.
- Phoenix Property Management will maximize your rental income with fewer vacancies and a greater return.

**MAXIMISE**  
Your Property's Occupancy Rate

# Our Fees

## FULL MANAGEMENT



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<b>Management Fee:</b>	<i>8% + GST of Gross Rents Received</i>
<b>Repairs &amp; Maintenance Fee:</b>	<i>5% + GST of Invoice Received</i>
<b>Trade Me Advertising:</b>	<i>\$99.00</i>
<b>Fixed Term Lease Renewal Fee:</b>	<i>\$50.00 + GST</i>
<b>Credit Checks</b>	<i>\$15 per Applicant Checked</i>
<b>Routine Inspection Fee:</b>	<i>\$35.00 + GST</i>
<b>Ingoing Comprehensive Inspection:</b>	<i>With our Compliments</i>
<b>Outgoing Comprehensive Inspection:</b>	<i>With our Compliments</i>
<b>Month End Statements:</b>	<i>With our Compliments</i>
<b>Financial Year End Statement:</b>	<i>With our Compliments</i>

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*Prices are as per the Residential Management Contract. As per the contract we maintain the right to review fees by giving one months notice*

# The Team

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**Dougal Boyd** Registered Valuer, VFM, VPM, AREINZ

## Manager

Dougal, with over 20 years industry experience, leads our dynamic Harcourts Phoenix Property Management Team.

Dougal has an impressive reputation as a highly organised, knowledgeable, motivated and experienced property manager. His conscientious, professionalism and a strong ability to connect and clearly communicate, provide the assurance of quality service delivery to our substantial portfolio of landlords and tenants.

Harcourts Phoenix Property Management clients are well looked after and can rest with the assurance their individual manager is well supported when the need arises. They know their portfolio is being cared for, returns are being maximised and the latest technology and best systems are being utilised. For the right advice, talk to Dougal Boyd.



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**Irena Bousova**

## Office Manager

Originally from the Czech Republic, Irena is strong, capable, resourceful and determined, and has good local knowledge and an unbridled enthusiasm for her adoptive city. An experienced administrator, Irena's role within Phoenix Property Management is to focus on managing the finance and accounts, as well as providing excellent, expert client liaison. Irena is responsible for all end-of-month owners' payments, accounts payable and daily reconciliation of the company's Trust account. With both international and local work experience within the industry, Irena is able to utilize her vast experience and knowledge to ensure each property is managed efficiently and effectively.



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**Linda Forsyth**

## Property Manager

Linda is a skilled Property Manager, who incorporates professionalism, sound judgment and key evaluation skills to her integral role. Linda's responsibility is to deliver client and tenant satisfaction while using her knowledge and experience to evaluate the property market.

Prior to joining Phoenix Property Management, Linda worked for a reputable banking firm, where her role required her to analyze market trends and develop quality assurance.



# The Team cont...



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## Christine Ritani

### Property Manager



Christine is enthusiastic, resourceful and highly organized, combining efficiency with passion and integrity which she brings to her role as Property Manager. Having completed her Salesperson Certificate recently, Christine is well informed and knowledgeable on many aspects of the property trade and is always up to date with the current property and rental market. Christine started in reception for Phoenix Management and later moved into a new position of Property Manager. It's a role that fits her like a glove – combining matchless communication and organizational skills with a complete and comprehensive understanding of the workings of the property management business.

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## Kate Diedrichs

### Property Manager



Kate started in Phoenix as a receptionist and has recently moved into her new role of a Property Manager. With her background in administration, Kate brings methodical attention to detail, superb organizational skills and a philosophy of excellent service to her role. Motivated, systematic and positive, Kate is determined to provide all owners and tenants with comprehensive and professional service, and her absolute commitment towards her clients ensures that she will always go that extra mile.

Phoenix's property management team maximise your investment property returns and minimise the stress!



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[www.phoenixrealestate.co.nz](http://www.phoenixrealestate.co.nz)



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