



Here's how we manage

Property Management



Nationally provincial from the top of the North to the deep South.

Over
6,200
properties
managed
—
90+
property
managers

Our story

One approach. One team

Property Brokers is managed by local people, passionate about their town or city, who are committed to contributing to the health and wellbeing of their local communities.

We have a strong focus on technology, communication and outstanding customer service. Our comprehensive property management service will help maintain your capital investment and provide you with the expertise to grow your investment in the years ahead.

We're fiercely proud of being a New Zealand owned, family business, ensuring that profits and people stay right here. We're not bogged down with corporate reporting, mergers, or excessive directorships or governance. We're just hard-working, honest folk with clear business principles and ethics we hold dear, and accountable only to our own family and you, our valued clients.

Our team of 90+ professional property management specialists manage over 6,200 rental properties nationally. Together with the backing of our company, we are dedicated to raising the bar in the industry for tenants and landlords. We take responsibility to not only manage a rental property well but to suggest and implement change that will improve the financial health of your investment. We know the rental market is ever-changing, and with the new legislative requirements across the industry, we see our duties as Property Managers changing and growing. No longer is it just about managing properties; it is also about compliance, navigating change and mitigating exposure.

Call into one of our Property Brokers branches and speak to our team about the rental properties we have available and the property management packages we offer.



We'll help maintain your investment and provide you with the expertise to grow your investment.



Professional management



Maximise Returns

We know our markets. Moreover, we also seek to get an understanding of the drivers behind your investment. Are you buying for yield, or capital gains? We tailor our services to meet your goals, and work to maximise the earning potential of the investment.



Save Time

Managing properties takes time. Every day it is becoming more challenging, and we are not only managing your investment, but we are also managing change, and looking to meet all the changes in legislation. A good property manager is like a giant sponge. We soak up all the challenges and ensure that you are paid on time, every month.



Experts

Legislation under the Residential Tenancies Act is fast moving and becoming increasingly complex. On top of that, we have the Healthy Homes Standards, MBIE audits, Building Act, PCBU's and Healthy & Safety. You must get this right, and it is our job to steer our clients through the legislative requirements.



Industry Specialists

In getting your property managed by Property Brokers, you gain access to the extensive support network that is; specialist marketing team, IT department, finance team and maintenance & compliance team. It takes a lot to manage properties successfully, and the property management team are well supported.



Tenant Selection

There is a lot behind selecting a suitable tenant, and to ensure that we get this right, Property Brokers invests extensively in gaining access to the most comprehensive tenant application process, and background checks available in the industry. At Property Brokers we know that a successful investment hinges off putting the right tenant in the right property.

Navigating change

It is essential for you to know what is happening in the industry. Property Brokers is working to ensure our clients have compliant properties, and our goal is to take a proactive approach to change, and not to be reactive.



Smoke Alarms

Specific areas within a home.



Health & Safety

Comprehensive management of all contractors, licensing, compliance and insurance.



Asbestos Identification

Management Plan, training on identifying materials.



Methamphetamine Testing

Testing, treatment, and actioning contamination.



Healthy Homes

- Extractor fans in bathrooms and kitchen
- Efficient heating
- Maintain 18 degrees in the living areas
- Measuring that 18 degrees can be maintained
- No gaps of 3mm or more in properties
- Drainage and gutters – suitable infrastructure
- Moisture Barriers under homes



PCBU – Person Conducting a Business Undertaking



Insulation

Partnerships, assessments, quotes, access, certificates.



Compliance Deadlines

- July 2019
- 2021
- 2024



MBIE Audits

New investigative powers given to MBIE to action complaints by tenants.



"Fantastic to deal with, absolutely no stress, would highly recommend."

Taryn Hoyle

What separates us

What makes us better than other management agencies.

Centralised Maintenance

Property Brokers is unique in that we are the only property management agency in New Zealand that utilises centralised maintenance to facilitate and manage maintenance. The initiative allows us to respond to remedial work quickly, effectively manage partnerships with tradespeople, obtain good pricing, and effectively communicate to all parties.

Family Owned

This is an area that separates us from other agencies. We are not a small one-man-band, we are a nationwide business that has the means of most large corporate companies, but with the focus and emphasis on our communities like a local business. Property Brokers is large, but it is agile. This is unique. We can move quickly, and have owners that are operating in the business, and care about how we operate, the staff and our clients.

Specialised Compliance

In 2019, Property Brokers integrated a specific resource into the property management team with the sole intention of managing the changing compliance and legislative requirements across the industry. With specific deadlines looming, significant penalties payable, and the overall goal of improving living standards, this is an ongoing challenge and focus for the business.

Transparency

The pursuit of excellence is a goal for any business that provides a service. However, at Property Brokers, we are serious about improving on what we do, and therefore we ask. A partnership with Ask Nicely enables us to seamlessly survey both investors and tenants. This process is triggered by specific actions within our management software, which allows us to hear from everyone.

Robust Accounting

A core part of Property Management is the management of funds through an audited, transparent means. It is a fundamental area, and Property Brokers invests in the latest technology to ensure all funds are managed diligently. Built on contemporary architecture, the trust account system integrates seamlessly with third-party providers that allows us to provide a tailored management solution for our clients.

24/7

A term used often, but in most cases, it can't be substantiated. At Property Brokers, we operate key areas around the clock to ensure that we address the core responsibilities of managing properties;

Bookings – Vacancies are the enemy in this business so our tenants can book into view a property at any time, day or night.

Maintenance – Tenants can call through to our support centre after we close so we can respond quickly to any maintenance.

Portals – Like internet banking, our clients can log in into our system at any time to view specific information about their properties.

Service guarantees

We guarantee that once you entrust your rental property to Property Brokers we will give you peace of mind and optimal returns with our unique service guarantees.

1 Property tenanted,
or we'll pay



We know the best ways to market your property and how to attract the best tenants. We are confident that our rigorous selection process, qualified people and wide networks will get you the best tenants for your property, quickly.

If we have not found a tenant for your property within 28 days of it being available, we will pay the rent.*

2 No rent arrears,
or we'll pay



With more than 35 years' experience managing rental properties, we know how to collect your rent. We have systems and procedures in place that other agents aspire to and we are so confident in our rent collection process, that we guarantee to pay the rent if your tenant won't.*

3 Great service,
or we'll pay



We pride ourselves on exceptional service. If you are ever unhappy and we cannot resolve the problem, we'll pay your management fee for the month.*

We don't expect things to go wrong, but if they do, we'll put things right.



"In the 11+ years with Property Brokers Property Management, I have found the Property Managers to be most helpful if any problem occurs."

Lynne Davenport

*Terms and conditions apply. Visit pb.co.nz/serviceguarantees for full terms and conditions.

Fee structures

Service	Exclusive Management Package	Inclusive Management Package
Management Fee	8.5% + GST	11.0% + GST
Administration Fee**	\$3.75 + GST per week	\$3.75 + GST per week
Maintenance Fee	7.5% + GST	Incl
Inspection Fee	\$45.00 + GST	Incl
Tenant Placement Fee	\$285.00 + GST	Incl
Professional Marketing	Incl	Incl
Credit Check	Incl	Incl
Annual Financial Statement	Incl	Incl
Tribunal and Mediation	Incl	Incl
Tribunal Application Fee	Incl	Incl
Rental Guarantees	Incl	Incl
Healthy Homes Standards (HHS) assessment	Incl	Incl
After Hours – 24/7 Service	Incl	Incl
Newsletters	Incl	Incl
Investor Seminars	Incl	Incl
Farm/Rural/Lifestyle Services	Please talk to us	
Minimum Management Fee	\$25.00 + GST per week	

*Note: Property Management fees are tax deductible. Terms and conditions apply. Visit pb.co.nz/serviceguarantees for full terms and conditions.

**Administration fee is per property per week.

Healthy Homes Standards (HHS)

Do you know how your home is treating your tenants? We do.

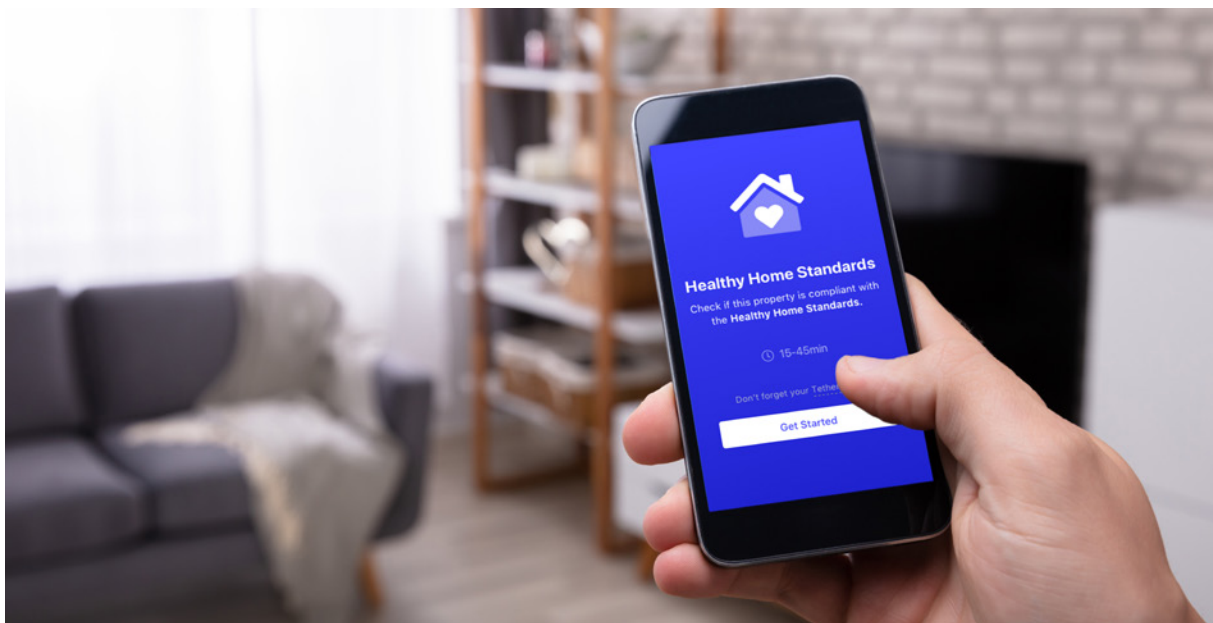
Together with Tether, Property Brokers' Property Managers monitor and measure whether your investment is meeting the Healthy Homes Standards and keeping your tenants warm, dry, comfortable and healthy.

Your property lives and breathes just like you do. Your property can get sick, and it can make everyone living in it sick too. The Healthy Homes Standards were introduced to improve living conditions for tenants. Understanding the standards can be tricky, and compliance may depend on various factors. Property Brokers can help you meet these requirements faster by working smarter.

Property Brokers is always on the lookout for smart, simple ways to add value. Our team of 90+ professional rental property management

specialists manage over 6,200 rental properties throughout provincial New Zealand. Throughout the years, Property Brokers' focus has always been on reducing the risks associated with property management as well as delivering our clients with exceptional service; this won't change.

At Property Brokers we'll save you time and money so that you can make the most of yours. We're excited to be working with the talented team at Tether to monitor and measure whether your managed buildings are meeting the Healthy Homes Standards requirements. We do this using reliable smart technology, with no additional cost or disruption to yourself or your tenants. Just one more way that Property Brokers is reducing your risks and maximising your returns.



All the services you need

We can take care of everything

We have experience and expertise across all your property needs: residential, lifestyle, rural, commercial and property management. So, no matter what area of property you need help with, you can deal with the same company with the same high level of service, the same values and the same True Team approach.



Local

Our Property Managers know your local community and they live and work alongside you. That's the way we want it to be.



10 Property Brokers | Here's how we manage





Proudly supporting our communities

We value commitment, community, family and fun, and we're loyal to where we are. That's why you'll find Property Brokers' people quietly putting enormous effort into all sorts of sports, cultural, charity and community events. It's our way of saying thank you to all the people who trust us with such a big decision every year.



150+

Charities and community organisations supported



Results that speak for themselves

92.0%

Occupancy

\$0

Rents Lost



Arrears



NPS Score
(Industry average <10)



Number of
Inspections



Rented Properties
over the last year

\$90m

Total Rents Received

\$2.7bn

Properties Under Management

\$308

Average Rent



"Friendly & efficient. We are kept well informed, and our property managers handle our tenants well and with respect to ensuring our investment is protected"

Steve & Keryn O'Brien



Our whole team works for you

When we shake your hand, we mean it
We help and value our clients and each other
We do the little things that make a difference
We are passionate about our communities
and want to see them thrive

Property ^B
Brokers



For all your property needs,
please call 0800 367 5263

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