

Lodge®



# Lodge Property Management



# Lodge City Rentals is Hamilton's largest residential property management company.



- > 2,200 satisfied landlords
- > \$85 million in rent collected each year
- > than 2,000 tenant enquiries per month
- Around 30 properties leased per week
- > than \$1.5 Billion of assets under management

# Welcome to Lodge City Rentals

At Lodge City Rentals, protecting your investment is our priority.

We are Hamilton's largest specialist property management business. It's our strategic advantage. We don't buy or sell property (our partner company Lodge Real Estate does that). Instead we focus on maintaining your property investment portfolio, so you can focus on growing it.

At Lodge City Rentals, we provide our landlords with a quality of service that we hope will exceed your expectations. From regular communication to overseeing maintenance and repairs, we will take care of your property and ensure it brings you maximum returns.

Our approach starts with communication. We work with and for our landlords and take the time to match the right tenants to the right property.

Protecting your investment starts with the right people. At Lodge City Rentals, our team of property managers are here to make managing your property portfolio as easy and stress-free as possible. Please feel free to contact them at any time.

We look forward to working with you and sharing in the success of your well-managed property investment portfolio.



Jason Waugh  
General Manager



**“ We help our clients  
turn their property  
investment ambitions  
into reality. ”**

**Jason Waugh**  
General Manager, Lodge City Rentals

“At Lodge City Rentals, we take the trust our clients place in us seriously. We’ll always do the right thing to solve problems and protect our clients’ investments.”

- Robyn Armstrong, Property Manager,  
Lodge City Rentals.



# How we protect your Investment

At Lodge City Rentals, we take the hassle out of managing your property and ensure your investment returns the yield you are after. Our team of property managers keep up to date on market trends and undertake regular rent reviews to ensure your property is achieving its full potential.

How do we protect your investment?

## Property Inspections

We undertake regular property and maintenance inspections on your investment and send you a comprehensive report, including photos. This helps protect your property from any undue damage.

## Tenant Selection

We have a well-established tenant selection process to ensure the tenants we place in your property are of a high quality. This process includes interviewing every tenant in person and undertaking comprehensive background checks.

## Secure Finance

We keep your rental income in an audited trust account. This isn't required by law but at Lodge City Rentals we believe in protecting your investment.

## Rent Collection

We ensure the rent from your property is received every week and deposited monthly, or bimonthly, into your account. Should a tenant miss a rental payment, we follow the appropriate rent arrears channels to recoup this cost, attending Tenancy Tribunal hearings if required. We have a zero-tolerance policy on rent arrears. Our aim is to ensure you receive the highest possible return from your property.

## Regular Communication

As a property owner, keeping up to date on what is happening with your investment is important. That's why we provide monthly statements and comprehensive reports after every inspection so you can rest assured your property is being looked after.

# Our Guarantee

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## Trust

We interview every prospective tenant in person and get them to sign a 'statement of property condition' form. We handle any tribunal disputes on your behalf.

## Protection

We inspect your property regularly and compile an annual report detailing conditions with a recommended maintenance programme. We undertake a property inspection at the completion of each tenancy.

## Financial Security

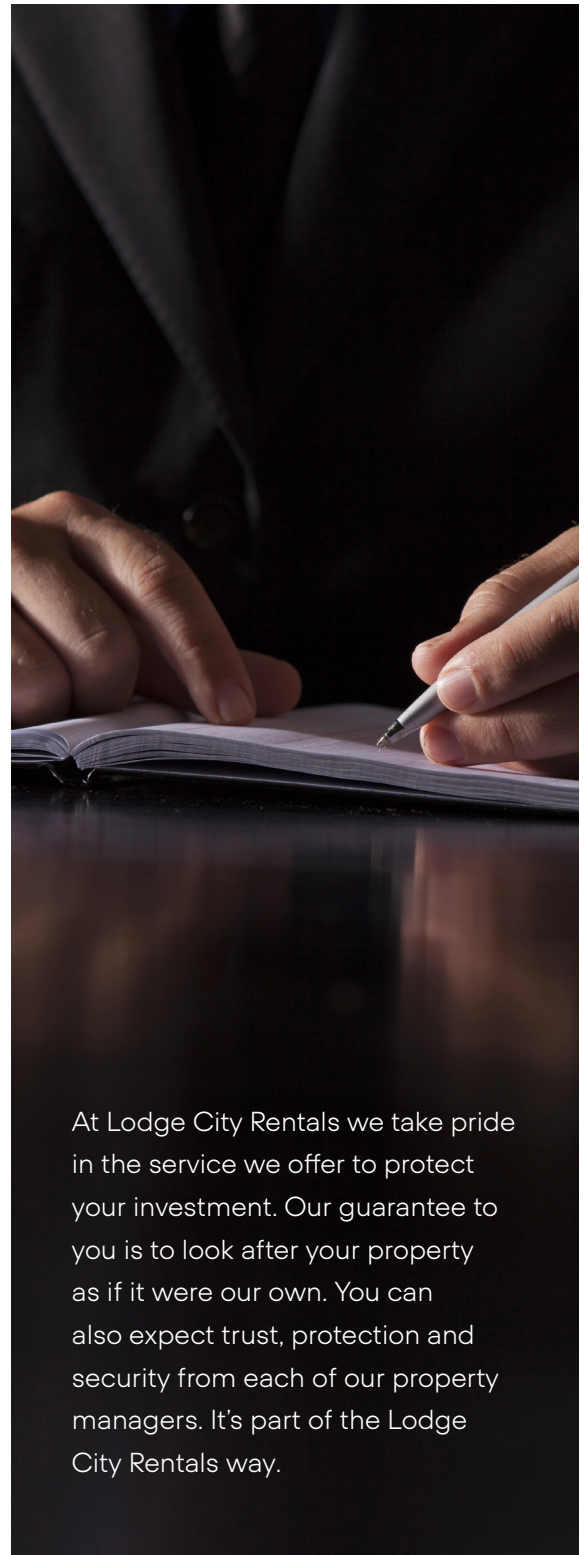
We check your payments weekly and direct credit your bank account at the end of each month. All tenant bonds are lodged with the Bond Centre, the Government's Tenancy Services.

## Guarantee

We offer you a money-back guarantee of three months fee if the service you receive falls short of our commitment to you.

## Communication

We keep you up to date on everything related to your property. From maintenance reports to rental income, changes in legislation to opportunities to increase your property's value, our market experts keep you informed.



At Lodge City Rentals we take pride in the service we offer to protect your investment. Our guarantee to you is to look after your property as if it were our own. You can also expect trust, protection and security from each of our property managers. It's part of the Lodge City Rentals way.

# Our Services

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If you are looking for a property management company to protect your investment, it is important to understand exactly what you get when handing over your property. At Lodge City Rentals, we take pride in providing our clients with a full spectrum of property management services. This includes:

## **Market intelligence**

Our property managers are experts on the property industry and can provide insightful information and advice on issues relating to property investment and growing your portfolio.

## **Residential Tenancy Act**

We know the industry and the changes affecting property owners and landlords. We'll communicate these to you to ensure you and your property are meeting all regulations and requirements.

## **Comprehensive account management**

We focus solely on property management. We don't buy or sell property and we use specialty property management systems designed for the industry.

## **Competitive rates**

We work with our regular and trusted tradespeople to undertake maintenance at competitive rates. Our aim is to get you the best service at the best price possible.

## **Hassle-free**

We will ensure you get the most out of your investment and that it is as hassle-free as possible.

## **Maintenance**

We will advise you on when maintenance is needed to keep your property at a tenantable standard. We will also provide you with advice on how you can add value to your property.

## **Meeting obligations**

We will ensure your rent is being paid on time and your tenants are fulfilling their obligations to keep your property clean and tidy.

## **Inspections**

We undertake regular property inspections and provide you with a detailed written report with photos.

## **eNewsletter**

Our monthly eNewsletter keeps you up to date with the latest information and relevant news on property ownership and investment.

## **Feedback and advice**

Our doors are always open. If you would like any feedback or advice about your property investment portfolio we are happy to speak with you.

# Maintenance & Inspections

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To ensure your property attracts quality tenants, it needs to be well maintained. We think of all our landlords' properties as our own, but we also look at them from the tenants' point of view. Is your property one we would live in ourselves? If not, we wouldn't expect others to either.

As your property manager, we will ensure the upkeep of your property, through regular maintenance and property inspections. We can also advise on any upgrades to your property that may increase its value or help attract better quality tenants.

## Maintenance and repairs

If our property inspections have brought to our attention the need for any maintenance or repairs, we are able to handle this for you using our selected group of trusted tradespeople. We will communicate all work with you, but there are two options for handling this work:

1. Determine a budget. Any maintenance work that is required below this amount we will undertake without requesting your permission first. We will then provide you with a detailed report of the maintenance we arranged and provide you with a cost for the labour carried out. If the work required is above your specified budget, we will contact you first before embarking on the work.
2. You take full control over any maintenance and repair work required. Our property manager will ensure both major and minor repair work is signed off by you before it is undertaken.

One of the perks of having a property manager is having the hassle taken out of everyday maintenance. Let your property manager know what works best for you and we will work to your preferences.

## Regular inspections

We don't just undertake an inspection of your property at the end of a tenancy, we regularly inspect your property to ensure the tenants who are living there are looking after your house to a high standard.

After every inspection, we will present you with a detailed written report and photos. Should any maintenance or repairs be required, we can arrange this for you.

Before every inspection we will advise the tenant of our intention to inspect the property and provide them with adequate notice.

# Rent Reviews

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As your property manager, we want to ensure we are getting the very best return possible on your investment. After all, we would want the same service on our properties.

We monitor market trends and undertake a thorough portfolio review annually to identify when there might be an opportune time to increase your property's rent. This means you don't have to wait until the end of a tenancy to secure more rent.

In fairness for the tenant, we follow a comprehensive rent review process:

→ **Step 1: Market Appraisal**

We assess the market to determine if it's timely to increase rent.

→ **Step 2: Tenant Communication**

We advise the tenant of an increase in rent via letter.

→ **Step 3: Inform you of the result**

We will contact you with any feedback we get from the tenant regarding the rent increase.



# Selecting your tenants

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At Lodge City Rentals, your property manager will treat your property as their own and they want any prospective tenant to do the same. That is why we have a robust tenant selection process to ensure the tenants in your property meet the Lodge City Rentals' test of quality.





### Step 1: Advertising your property

The first step to finding the best tenants for your property is marketing it. We advertise all our managed properties both online and offline at no cost to you. We ensure our marketing reflects the quality of your property, with attractive photographs and enticing descriptions to encourage the right tenants to apply.



### Step 2: Viewing your property

Your property manager won't take the first tenants who apply. Instead, we hold the equivalent of open homes and viewing appointments so interested tenants can look through your property. Your property manager will accompany prospective tenants at all times to ensure the safety and security of your property.



### Step 3: Tenant Application

Tenants who are interested in renting your property are asked to fill out a formal tenant application. This requires them to divulge some essential background information, including employment, criminal and medical records.



### Step 4: Reference Checks

In addition to the information prospective tenants have submitted in their application, we will also undertake a number of reference checks. These include previous landlord checks where we ask about a tenant's payment and behavioural history. We check that the prospective tenant has no registered prior defaults with the Tenancy Tribunal. In addition we conduct an inter-agency check to ensure no agency has recorded a bad experience with the prospective tenant. We check to ensure your prospective tenants have no prior history. We also check to ensure your tenant has not had any previous issues with the Tenancy Tribunal.



### Step 5: Personal Interview

Our tenancy application process concludes with a personal interview with your property manager. This interview is conducted in our open plan offices so all property managers can overhear the conversation. The interview is systematic and our property managers have been trained to scrutinise the details a tenant provides.

While this is a rigorous process for prospective tenants to experience, we believe the key to successful property management is quality tenant selection.

# Rent Arrears

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At Lodge City Rentals, we don't want any of our tenants to miss a payment, but unfortunately this isn't always under our control. If your tenant does miss a payment, we have a comprehensive process in place that we will implement to retrieve the missed payment.

## Stage 1: First contact

On the first missed rent payment, your property manager will phone or text the tenants to advise them they have missed a payment. This will be followed up with a written notice that is issued immediately. This notice outlines the amount in arrears and includes a clause giving the tenant 14 days to remedy the missed payment.

## Stage 2: Breach letter

If the tenants have not rectified the missed payment within the next five-to-seven days, a follow-up call or text is made. This will be followed with a written 14-day Breach Letter, which outlines the amount due and the payment details.

## Stage 3: Follow-up

If, by day five, the payment has not been made, your property manager will send a second letter. This letter advises your tenant that an application to the Tenancy Tribunal may be made for termination of the tenancy within the next 24 hours if the rent remains unpaid.

## Stage 4: Application to Tenancy Tribunal

At this stage the tenancy has reached 21 days in arrears. The tenant will be advised that an application to the Tribunal will be made to terminate the tenancy. This is a two-step process with the first being a phone mediation to try and resolve the arrears and agree on a repayment plan. If an agreement and resolution can't be reached, the application will be forwarded to the Tenancy Tribunal.

# The Process

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## Step 1: Meet our team

One of our property managers will prepare a management authority for you to sign. If you're moving your portfolio across from another management firm, we'll take care of the paperwork.

## Step 2: Marketing your property

We market your property for no additional fee. All prospective tenants are escorted through your property by your property manager, who will also conduct an interview in person to ensure the right tenant is chosen.

## Step 3: Managing your property

Our property managers take care of all day-to-day responsibilities relating to your property. This includes maintenance work, rent reviews, tenant management and inspections.

## Step 4: Keeping you informed

You'll receive monthly statements and a written property report after every inspection. Our doors are always open, so we're happy to talk property at any time.

## Step 5: Investment advice

Our property managers can discuss potential acquisitions, disposals or restructures within your portfolio. If you're in the market for buying or selling properties, our associate company Lodge Real Estate can help.

Placing your investment property in the care of our experienced property management team is easy. Within five simple steps, our property managers will have your property working for you, giving you peace of mind your investment is financially secure and looked after by experts.

# Introducing the Team

Our business is to protect your property but we know that starts with the right people. We have a team of experienced, fully licensed property managers who understand the Hamilton investment market, know the importance of securing the right tenant for your property and work with you to achieve the best for your property portfolio.

All our property managers complete the Level 4 New Zealand Certificate in Property Management.



## Our Story

Lodge City Rentals first opened its doors in 1982. Building on the success of Lodge Real Estate, which changed Hamilton's real estate landscape significantly in 1969, Lodge City Rentals in Hamilton East focused solely on property management. The company has continued to build on this expertise for more than three decades.

Today, Lodge City Rentals operates from two branches – one on Grey Street in Hamilton East; the other on Ulster Street in the centre of Hamilton. The team of property managers proactively manage residential investment properties on behalf of landlords in Hamilton, throughout New Zealand and overseas.

Lodge City Rentals operates to a set of values to protect its landlords' investments. Building a relationship of trust with each landlord, the team provides a range of services and up-to-date market intelligence giving landlords peace of mind their property is in good hands.

1.

**Pauline Cawte**  
Branch Manager

Ulster Street Branch

P 07 959 0040 or 021 191 4744

2.

**Jason Waugh**  
General Manager

Ulster Street Branch

P 07 959 0040 or 021 880 805

3.

**Matthew-Shane Berryman**  
Branch Manager

Grey Street Branch

P 07 856 4500 or 027 222 5244



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**ULSTER STREET** 11 Ulster Street, Central City, Hamilton | p. +64 7 959 0040

**GENERAL MANAGER** Jason Waugh

**DIRECTORS** Jeremy O'Rourke | Peter Thompson | David Kneebone | Jason Waugh

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You  
belong  
here.

