



CONNECT
REALTY

Rental and Property Management Specialists

CONNECT REALTY LTD



FREE CALL 0800 333 221

***Phone: 07 213 0826 | Web: www.connectrealty.co.nz
Email: info@connectrealty.co.nz***



www.connectrealty.co.nz
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Dear Prospective Landlord

Please find attached our Residential Management Authority and Schedule. Please read thoroughly and if you have any queries please give us a call and we will be more than happy to discuss.

Connect Realty is an independent property management business, committed to providing you with a professional and friendly service now and in the future. Clear & timely communication with you regarding all aspects of your property ensures effective management, keeping both you and your tenants happy.

Our area in the market is middle to top end with specialist areas in fully furnished accommodation, large developments.

If you are unsure of what your property is worth we are prepared at no charge to view and assess the property, and provide you with an up to date market appraisal – free of charge.

We strongly recommend and support the detailed insurance policy provided by Real

Landlord Insurance, as one of the best ways to safe guard your investment and protect you income stream, for such a low cost.

We look forward to providing you with a high quality professional service that will represent your interests, increase the value of your investment and manage quality long-term tenants.

Yours sincerely

Connect Realty Ltd
www.connectrealty.co.nz



Your Best Choice For A Professional
Property management company

Connect Realty is a privately and locally owned business that is licensed under the REAA 2008. We strive to provide you with a property management service of unequalled quality and value.

***We know how to deliver outstanding
property management services***

We offer landlords a **100% money back guarantee** if you are not happy after three months of management.



Chris Jenkins AREINZ
Principal, Property Manager

Chris started Connect Realty in 2011, previously working as a Property Manager in Tauranga and with over 20 years' experience in the Real Estate industry in Tauranga and Mount Maunganui.

A successful career in sales and management has equipped her with a wealth of local knowledge. Chris's focus has always been on providing outstanding service to her clients with the aim of building long lasting relationships.

Her goal for Connect Realty is to make the rental and management of your property a stress free and profitable experience, providing landlords good communication and advice with their investment properties.

Email: chris@connectrealty.co.nz
Mobile: 0274 436 152



Our Connect Realty Team



Chris Jenkins AREINZ
Principal, Property Manager

Chris brings to Connect Realty over 20 years experience in real estate industry in Tauranga and Mount Maunganui.

Chris can help advise you on what is a desirable property and location should you be looking to invest in further properties and offers free market rental appraisal service.

She will also advise you on further ongoing maintenance required for your investment property and is always only a phone call or email away if you want to have a chat.



Lisa Vale
Property Manager

Lisa has been involved with property investment in Tauranga and further afield for over 10 years. She enjoys property management especially meeting the tenants in viewing multitude of differently designed houses. Lisa Has an Administration and database management background.

Lisa has lived in Tauranga for most of her life. With its golden sand beaches, blue ocean, green forests, cycling and tramping Tauranga offers an idealistic lifestyle for her and her family.



Debbie Wilson
Personal Assistant

Debbie Wilson has many years of experience in office management, administration and quality control, With a strong focus on building and maintaining relationships with clientele.

Debbie has lived in Tauranga and surrounding districts for most of her life, so has a sound knowledge of the area and enjoys all what the Bay has to offer.

Debbie enjoys the interaction with tenants, Owners and tradesmen and has introduced some great office systems to Connect Realty which improve speed and accuracy.



CERTIFICATE OF GUARANTEE

ANY TIME, ANY PLACE, 100% PROPERTY MANAGEMENT

Within the first three months of the date of this agreement, the owner may terminate the agreement by giving notice in writing and be entitled to a full refund of all management fees the owner has paid to the manager since the date of the agreement on the provision that the owner reasonably believes that the manager has not provided an acceptable standard of service

**Unbeatable quality and superior service,
so much, that we are happy to offer a
100% MONEY BACK GUARANTEE**



Property Address _____

Name _____

Signature _____

Date _____

LOOKING AFTER YOUR INVESTMENT

Chris Jenkins AREINZ

Principal, Property Manager



Chris started Real Estate in Tauranga in the late eighties, she came from a background in the hospitality industry, for many years she was a franchise owner and principal for a leading Real Estate Agency Group in Tauranga and has been involved and started up a property management division within that company. Moving from that position Chris became a Property Manager for the local company in 2009.

With a passion for the industry Chris started Connect Realty Ltd in September 2011, a company that is committed to give outstanding services and build long lasting relationships. With a wealth of local knowledge of the area she is well equipped and happy to give free advice to property investors, and go the extra mile.

At Connect Realty you are not just a number, it is a boutique agency giving personal services to both tenants and landlords, making the rental and management of your property a stress free experience.













When not at work Chris likes relaxing on the local beaches in the area, spending time with the family and walking, she is also actively involved in the local sailing club and loves getting out on the water



www.connectrealty.co.nz

0800 333 221

SERVICES WE OFFER

-  **Rental Appraisals:** Comparative Market Analysis report on the potential rental value of your property - FREE! We know the market. Our experience has proven invaluable to our Landlords. We can advise you on current rentals for your property type and area.
-  **Sick of complicated fees? Keep things simple with one flat rate:** Traditionally other companies may charge you commission on: Maintenance Work, Monthly Admin Fee, Attending Mediations, Payment of Insurance, Completing Inspections, Payment of Rates, Advertising Packages, Credit Checks, Attending Tribunal and Payment of Body Corp Fees, Our rate includes everything! No extra fees for any of the above!
-  **Property Listing & Marketing:** Arranging a detailed description and photos of your property. Your property is promoted on Internet Sites, www.trademe.co.nz, www.connectrealty.co.nz, www.realestate.co.nz.
-  **Application Processing:** Every application is thoroughly checked (including but not limited to previous rental history and credit databases). Suitable applications are then put forward for your final selection.
-  **Lease Negotiation & Documentation:** We negotiate tenancy terms (by instruction) and arrange all the required lease document ation on your behalf and collect the bond.
-  **Viewing Your Property:** Under no circumstances will keys be handed out. We will personally view the property with the prospective Tenant. This ensures better security, promotes the opportunity to build a rapport with the prospective Tenant, and enables us to get to know them better.
-  **Detailed Condition Reporting:** At the beginning of a tenancy a property inventory is comprised to ensure a comparable reference is available at the end of the tenancy (Asset Protection).
-  **Regular Property Inspections. Peace of Mind:** By maintaining excellent relations with our residents and diligently caring for your property, we avoid most potential problems. Residents are informed of their responsibilities regarding your property and their contracts. We will quickly and professionally settle any problems that may arise, with your interest in mind.
-  **Tenancy Management:** We look after the day-to-day requirements of actually making sure the property is maintained, rent is paid, and the tenants are happy. Repairs and maintenance – When required, quotations for work needed to be done will be arranged and verified with the owner prior to proceeding.
-  **Zero Tolerance For Rent Arrears:** Arrears are followed up on a daily basis.
-  **Financial Administration & Reporting:** Our systems and staff training ensure the highest level of accuracy in all aspects of our portfolio finances. Monthly position reporting and disbursements are guaranteed.
-  **Vacate Inspections:** On completion of a tenancy we conduct an inspection to ensure the tenant(s) have left the property in a satisfactory condition. If deductions are required from the bond we arrange this on your behalf to ensure your property is ready for new tenants to move in as soon as possible. Lease Renewals. When your tenants want to renew their lease we negotiate the new terms (rent increases or similar) and arrange the documentation to effect the changes.



Becoming A Client

We would like to ensure that becoming one of our clients is as simple and easy as possible. If you would like to use our company as your professional property manager. Then simply follow the simple steps below

Step 1

Giving us Authority

In order to take over management of your property, either from you the owner or from another agent - we require a signed Management Authority agreement.

Step 2

Is Your Property Managed By Another Agent?

If your property is currently managed by another property management company - simply contact us specifying your previous agents' company details and stating that you would like to transfer management to our company.

We will then deal directly with your previous agent to get the property transferred over to our management.

Step 3

If You Manage The Property Yourself And It Is Currently Tenanted

We will need:

- Contact details for the tenant
- Paid to dates for the tenant (or a ledger showing payments received)
- Original tenancy agreement and condition report

Are you receiving market rent on your property?

As part of our service we will arrange a FREE Market Appraisal of your property.

**If you want to know what your property could be earning for you,
or if you need a qualified price for a bank loan on an investment property,
we can help you and provide a written market appraisal.**

GET CONNECTED TODAY!

PROPERTY MAINTENANCE



Buildings progressively deteriorate over time and will continue to deteriorate if maintenance is not carried out. It is imperative that we keep on top of regular routine maintenance to maximise your potential returns and keep your property highly tenatable and saleable.

Regular Planned Maintenance

Regular planned maintenance, such as minor repairs and preventative maintenance should minimise future problems and ensure your property remains in peak condition.

While unexpected deterioration, damage or failures may still occur, and even with the best maintenance in the world, everything has a limited life expectancy, with a regular maintenance cycle you will minimise the need for major refurbishment and repairs.

Avoid Unnecessary Major Repairs

Without regular maintenance a property can quickly deteriorate to an unacceptable condition, necessitating major repairs that could have been avoided. If left long enough a property can deteriorate to the point of being unusable which can translate to loss of income for you.

If a property does not receive ongoing general maintenance, and if repairs are not acted upon straight away, there are several consequences.

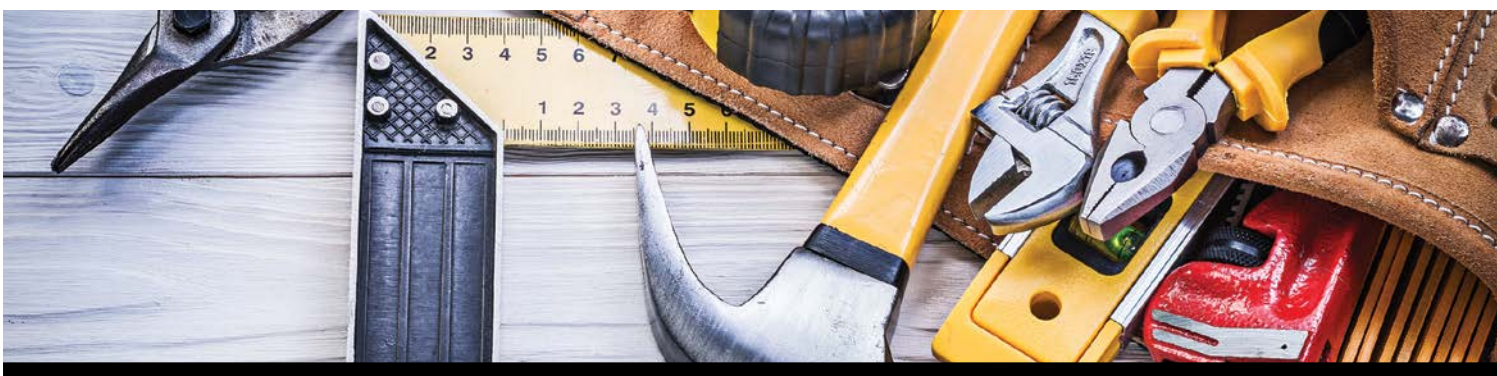
It'll likely cost more and take longer when maintenance or repairs are eventually undertaken, and the value of a property in disrepair is significantly lowered, decreasing both its investment and rental income potential.

Many landlord insurance providers expect homeowners to maintain their property to the standards of the relevant Tenancies Act, and failure to do so could result in claims being denied.

Another factor which can affect the quality of tenant applying for a property is cosmetic maintenance. Touching up the paint job on interior walls when the property is between tenants is a simple task, and is reasonably inexpensive if landlords do it themselves. It may also enable you to add extra dollars to the rent that you charge the next tenant. The same approach applies to replacing aging fixtures and appliances.

Tenants are more likely to take pride in a well-presented property and treat it as if it were their own. Simple gestures such as a fresh coat of paint or gardening assistance can help to attract good caliber tenants and ensure the property remains well cared for.

Landlords also need to be aware that their property should be maintained regularly and that certain standards for repair are met. If your tenants inform you of a problem in need of repair you need to act immediately, however, preventative maintenance should be applied beforehand.



PREPARING YOUR PROPERTY

When you contact us for a rental appraisal we will provide you with suggestions for achieving the maximum rental, and with any items in the property that represent any health or safety concerns, we will provide recommendations. Our knowledge and experience is invaluable when assessing your property.



Preparation

- Thoroughly clean the property both internally and externally. Including carpets and windows
- Is the exterior of the property well presented? Removal of cobwebs will give your investment an attractive street appeal.
- Attend to necessary maintenance.
- Smoke Alarms – are installed and working and correctly positioned.
- Clear the gutters, if necessary. Prepare the garden by mowing, pruning, gardening and weeding as necessary.
- Check all the plumbing, both indoor and outdoor, to make sure that everything is working correctly and nothing is leaking.
- Check all wall switches and electrical outlets for proper function. Check all lights and replace any dead light bulbs.
- Repaint or replace the wallpaper, if necessary. If not, clean the walls and ceilings and make spot repairs where necessary.

Try and prepare the property to a high quality standard so that your tenant feels welcome and is more likely to maintain that level of cleanliness and tidiness, throughout the life of the tenancy.



INSURANCE

REAL LANDLORD INSURANCE



Real Landlord Insurance NZ Ltd's insurance policy is specifically designed for PROTECTING LANDLORDS against the risks for which they are most likely to claim, such as TENANTS causing property damage, FAILING to pay rent or claims brought against you by OSH.

We as professional property managers do our utmost to ensure all the appropriate measures are taking to avoid the need for insurance claims but unfortunately there are factors out of our control such as 'third parties' and unforeseen events. If you are seriously considering this type of protection for your investment tell us now so that we can get you protected immediately.

Please read briefly below what we believe to be the best insurance policy offered landlords to date. It is exclusively offered ONLY to owners who have their property managed by a professional property manager. We strongly recommend you consider this insurance policy!

MAIN POLICY BENEFITS:

- Loss of rent for absconding tenants.
- Loss of rent for court evicted tenants.
- Loss of rent for malicious damage.
- Loss of rent for failure to give vacant possession.
- Loss of rent due to death of the sole tenant.
- Loss of rent due to tenant hardship (breaking fixed term agreements).
- Loss of rent for prevention of access.

OTHER COVERAGE:

- Fire, Perils and Malicious Damage Cover on Contents. This includes Malicious Damage.
- Cover to the building.
- Legal Liability Cover for Landlords.

BENEFITS TO YOU, FROM YOUR PROPERTY MANAGER:

- Renewals monitored by us to protect you.
- Claims may only be made, provided the Property Manager carries out 'Duty of Care'.
- Personal Policy training provided and maintained.

This Landlord Protection Insurance is the preferred by the Real Estate Institute, and is underwritten by NZI, a business division of IAG New Zealand.

Please ask for a more in depth handout that you can revise in order to better inform yourselves of the policy benefits. We also will talk to you about premium costs / charges and the uniquely tailored Building Cover available.

If you would like to proceed with this insurance cover let us know and we can organize immediate cover.

For more information go to rlinz.co.nz

OUR ZERO TOLERANCE

POLICY FOR LATE RENT PAYMENTS

At **Connect Realty Ltd** we pride ourselves on our careful tenant qualification and screening processes. Applications are approved **ONLY** on the grounds that we are confident that the rent will be paid on time. However a minority of tenants still get behind in their rent, despite all of our tenant screening procedures.

As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant our **Zero Tolerance policy** for late rent payments.

Part of keeping people on track with their tenancy rental payment commitment involves phone calls and personal follow up. This has caused some people upset, embarrassment and also resentment. However we do not apologise for such action as we believe that rent must be paid on time...all the time! Applications are approved **ONLY** on the grounds rent will be paid on time... every time!

Therefore if a tenant believes they may be late with a rent payment, we insist that they notify us at least 3 working days before that payment is due. We can then warn the landlord so that they can prepare to make other arrangements to ensure their financial commitments are kept. In some cases we ask tenants do all that they can do to borrow the money from other sources (family, friends etc) should they not be able to make a payment.

However, should we not be contacted, our policy is...

- 1 Day Late - We will phone or text the tenant;
- 2-3 Days Late - We will send the tenant a 14 Day Notice to remedy;
- After expiry of the 14 Day Notice

TERMINATION will follow if the problem is not remedied!

Sometimes some tenants are continually late with payments, without becoming a full 21 days behind. If we have a tenant that is consistently behind despite all of our efforts, we will recommend to the landlord that 90 days' notice to vacate is issued. The tenant will be required to vacate the property at the end of the 90 days' notice period (or sooner, should the tenant wish), and a poor rental reference will be provided to any future owner or property manager.

In extreme cases, details of the tenancy are lodged on a **Residential Tenancies Database**. This will affect further tenancy arrangements with other real estate agents not only in local areas, but New Zealand-wide. **This may cause inconvenience and hardship.**

Therefore we encourage everyone to ensure their rent is paid on time, and also so that our business relationship remains beneficial for both parties.

Please call us should you have any queries or concerns regarding our Zero Tolerance policy.

MAKE YOUR INVESTMENT SAFE

So why test for Meth:

- Over 20% (some say it is up to 40%) of rental properties will test positive for some methamphetamine residue.
- Meth contamination can occur in property rented by any socio-economic group, in any geographic area.
- Tenants and their families may be exposed to toxic chemicals which damages their health and also exposes landlords and property managers to legal action.
- Meth contamination can be devastating and expensive to clean-up
- If a Landlord knowingly rents out a property that is contaminated, they are breaching their obligations under the Residential Tenancies Act, as well as other legislation such as the Building Act and the Health Act.

So what are some of the obvious indicators of a P-lab (for beginners):

- unusual chemical smells that are not normally present in a home
- numerous chemical containers – stockpiled or in the recycling/rubbish
- plastic or glass containers fitted with glass or rubber tubing
- chemical stains around kitchen sink or drains
- yellow or brown stains on interior floors, walls, ceiling
- excessive security
- frequent visitors

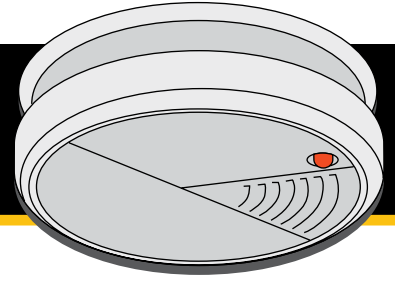
We should all be concerned about the risk of methamphetamine contamination in investment properties. So here is some useful information about managing the risk:

- Tenant vetting - undertake thorough vetting and checking of tenants before they move in. e.g. old landlords, current employer, credit check
- Regular inspections - complete, thorough, documented and regular property inspections need to be undertaken – every 3 months.
- Meet the neighbours - maintain a good relationship with the neighbours – even if it is just leaving a business card/contact details with them
- Insurance Policy - check with your Insurance Broker and find out if your insurance policy covers contamination, reinstating the property, loss of rent and testing. Some don't. Also find out the maximum pay-outs as well.
- Meth Testing - we strongly recommend arranging meth tests at the start (and end) of each tenancy – it costs around \$200 per test. Advising the Tenant, they will be held responsible for any contamination also acts as a strong deterrent.
- Pre-purchase meth testing - include a clean meth test as a condition of purchase of any new investment property.

It is the Landlords' responsibility to provide a safe & healthy property to their Tenants, so Quinovic Greenlane recommends that Owners of rental properties test for Meth at the beginning and end (the start of the next tenancy) of each tenancy, as best practise.

SMOKE ALARMS

Landlords must have the right type of smoke alarms installed in the right places to meet new regulations which came into force on 1 July 2016.



All new or replacement smoke alarms must be long-life photoelectric smoke alarms with a battery life of at least eight years that meet the required product standards, or a hard-wired smoke alarm system.

Both landlords and tenants now have responsibilities to keep smoke alarms working. Never damage, remove or disconnect a smoke alarm – that includes removing the batteries.

A landlord who fails to comply with smoke alarm obligations is committing an unlawful act and may be liable for a penalty of up to \$4,000, while a tenant who fails to comply with their responsibilities may be liable for a penalty of up to \$3,000.

These regulations apply to any residential rental covered by the Residential Tenancies Act including rental homes, boarding houses and rental caravans, sleep-outs and similar.



WARM HOUSE. COOL LANDLORD

A warmer home is healthier for tenants. It's important to be aware of how a home will perform in the colder months. Insulation is a good sign that a rental property will be warmer, drier and easier to heat.



Insulation statements

Insulation statements are now compulsory in all new tenancy agreements, so tenants know what to expect. All rental homes must be insulated in the ceiling and underfloor, where reasonably practicable by July 2019.

Ventilation

A dry and well-ventilated home is healthier for tenants. Dampness can lead to problems and can contribute to health issues, particularly in children. There are things tenants can do such as opening windows to air out the house each day. Dry homes also need less maintenance in the long run



Who needs Real Landlord Protection?

Everyone who owns a Rental Property!

Sharyn was delighted with the claim payment and support she received from REAL though-out the claim process.

Elise's Landlord would have been forced to sell their rental property if they did not have the Landlord Preferred Policy

The tenant failed to make rent payments - after the Property Manager went through the due process and received a possession order the tenant appealed the decision twice with the tenancy tribunal, delaying the enforcement of the order. Unfortunately the Landlords loss increased throughout this time whilst the Justice System impeded the removal of the tenant.

As soon as possible the enforcement of possession took place. Loss of rent is paid to the maximum claimable under Defaulting tenant as per policy conditions.

Elise's Landlord received a total claim payment of \$9,650.00 Excess was one week's rent.

Carolyn had the "Perfect Tenant" her tenant had been in her home for 3 years. All inspection reports were glowing, tenant was very clean, neat and tidy, each inspection showed full photos to prove this, the grounds were immaculate and the rent was paid on time, What could possibly go wrong.....

Tenant lost his job!

Tenant was unable to make regular payments, Carolyn requested tenants vacate within 90 days. In the final weeks the tenant lost it! This was his Home! The tenant put Holes in Walls, and smashed Lights, blinds and alarm system ripped from the wall, cutting the wires.

We provided support to Carolyn through-out the claim process and provided settlement of our claim for a total of \$7,284.03, and excess of \$500 applied. Carolyn was delighted with the outcome of her claim.

Don't hop around tenancy problems



Insure with REAL Landlord Insurance
THE SMART CHOICE in Landlord Insurance



REAL Landlord Insurance NZ Ltd - Application Form

F: 0800 00 35 45 P: +64 9 438 0650 E: office@rlinz.co.nz W: www.rlinz.co.nz



Is your property managed by an Approved Property Management Company?
If NO, **Stop**, we are unable to assist as we only cover professionally managed properties.
Is this a holiday home?
If YES, **Stop** - we are unable to assist as we only insure permanent tenancies.

Please arrange cover for the property(s) listed with effect from:

Date: ____/____/____
Note: Insurance cover CANNOT be back-dated

Details of Applicant (s)

First Name: _____ Surname: _____

Postal Address: _____ Post Code: _____

Home Phone: _____ Mobile Phone: _____ E-mail: _____

My Property Management Company is: _____ Phone: _____

My Property Manager is: _____

Please cover the following rental property(s): *NB if you have 3 or more policies with REAL you may be entitled to a discount.

Estimate of weekly rent \$ _____

Estimate of weekly rent \$ _____

Please select the type of cover you require:

If your property is in the Christchurch area please contact us for approval.

Landlords Preferred Policy Traditional ☐

Advantage ☐

Optimum ☐

Landlord Multiple Tenancy Policy ☐

Landlords Building/Dwelling Policy ☐

(We will contact you for details and provide a quote for your dwelling)

Monthly Direct Debit Option: Do you wish to pay by monthly installments? Yes ☐

When you select to pay by Monthly Installments, we will forward the Finance Agreement and Direct Debit Authority to you, for completion. Please return these documents promptly.

Visa/Mastercard Payment? Yes ☐

Note: Additional charges apply
Contact us direct to arrange payment.

Landlord Preferred Policy - Traditional:

Loss of rents up to \$1000 pw, Contents up to \$25,000, Intentional Damage up to \$25,000 Cost: \$340 per year or \$34 per month.

Landlord Preferred Policy - Advantage

Loss of rents up to \$1500 pw, Contents up to \$35,000, Intentional Damage up to \$25,000 Cost: \$450 per year or \$45.00 per month.

Landlord Preferred Policy - Optimum

Loss of rents up to \$2000 pw, Contents up to \$50,000, Intentional Damage up to \$25,000 Cost: \$560 per year or \$56.00 per month.

Landlord Multiple Tenancy Policy

(Limited to 5 occupants per dwelling)

Loss of rents up to \$500 per room to a combined maximum of \$2000 pw, Contents (including common areas) up to \$25,000, Intentional Damage up to \$25,000 Cost: \$585 per year or \$58.50 per month

Landlord Building/Dwelling Policy

Available if purchased with either the Landlord Preferred or Landlord Multiple Tenancy Policy

Cost: A quote will be provided

Questions - Please see 'Important Notice' overleaf

1. In the last 5 years, have you or anyone to be covered under the proposed insurance suffered loss or damage over \$1000 to any property to be insured, been subject to a lawsuit or legal liability claim, or been declared bankrupt?

Yes ☐ No ☐

2. Have you or anyone to be covered under the proposed insurance ever had any insurance declined, cancelled, voided, renewal refused, terms imposed or claim decline, or do you have any criminal convictions, acquittals or diversions, or any criminal prosecutions pending?

Yes ☐ No ☐

3. Is there any other information likely to affect this insurance?

Yes ☐ No ☐

4. Are you aware of any meth contamination level being present in the property, at any time?

Yes ☐ No ☐

If you have answered yes to any of the above, please provide details below (if you need more space please attach a separate sheet)

Landlords Signature: _____

Date: ____/____/____



REAL Landlord Insurance NZ Ltd is a boutique Insurance Brokerage specialising in a suite of Landlord Insurances products. Our Landlord Policies are specifically designed to protect the Income and Assets of landlords who own long term Residential Properties.

What do you need to do to be eligible?

Your property must be managed by an Approved Property Management Company who will undertake the necessary and lawful steps to manage the property efficiently, thus minimising the risks involved in Residential Property Investment. With their knowledge and professionalism, they manage the property in the best interest of both the Landlord and Real Landlord Insurance.

The property owner is the Insured Party, however the Property Management Company is the Administrator of the Policy, hence the reason why all correspondence, invoices etc.. must be directed through them, they will also process a claim on your behalf, providing all the necessary documentation and evidence to assist with the claim procedure.

When should I start my policy?

As soon as your property is available for rent and it is being marketed. You may not have a tenant in the home, however you may still receive the policy benefits. If your rental property is already tenanted at the policy inception, then the arrears clause applies if:

1. Cover is not placed at the beginning of the tenancy, and
 2. At any time during the two calendar months prior to cover being requested, the tenants rental payments were in **arrears** for 10 days or more, excluding statutory holidays,
- We will only provide cover under Section 2- Cover for Landlords Contents (but excluding intentional damage by tenants) and Section 4 - Landlords Liability, until such time as the **tenant** has maintained rental payments for two consecutive months without falling into arrears of more than 10 days at a time.

Changing your mind

If you are not happy with your Landlord policy, you can change your mind, provided you tell us within 30 days of the date your Landlord Policy started. We will treat your Landlord Policy as if it never existed and refund in full any premium you have paid. This does not apply to renewals or if a claim is made.

How much time do I have to pay?

For all New Business Policies we will hold cover for a period of 30 days from Inception of the policy. All Renewal Policies, (these are forwarded to the Property Management Company approximately 45-60 days in advance) must be paid before the renewal date.

Your Property Management Company will pay the account on your behalf unless you make an arrangement with them to pay our office direct, or elect to pay by direct debit.

Current House Insurance Policy

The Landlord Preferred Policy and Multiple Tenancy Policy are designed to complement a Building/Dwelling policy, they do not replace it. Consider purchasing a 'Combo' Package with a REAL Building/Dwelling Policy for comprehensive cover.

Vacant Rental Property

Your Landlord Policy is automatically suspended if you or an authorised person has not resided at the rental property overnight on at least one occasion for a period of more than 90 consecutive days.

Your Landlord Preferred Policy may be continued, if you tell us that no one will be residing at the rental property and we agree that cover will continue. We may at this time change the terms of the policy and impose a higher excess.

When should I cancel my policy?

- Your rental property has been sold, or
- You take over managing the property personally, or
- You change your Property Management Company to one that is not a REAL approved company.

If you cancel your policy, after the 30 day period provided for you to change your mind, we will refund the unused portion of your premium less our administration fee provided there has been no claim during the period of cover.

Note:

1. We recommend you do not cancel the policy at the end of a tenancy as claims can arise after tenants have vacated (Refer to limitation of cover).
2. Should you change your Property Management Company, your policy can be transferred to another REAL Approved Property Management Company.
3. If you notify us 3 months after your property was sold, you will need to provide written proof of the date of the sale.
4. If the date of cancellation is less than 1 month prior to your policy renewal date, no refund will be issued.

Important Notice

Material Facts

'You' (this includes every person or entity to be insured under this insurance) are under a duty to disclose all material facts that could influence QBE Insurance's decision to accept this insurance and, if so, on what terms. You need to disclose facts both known to you and those which you could have been reasonably expected to know about. If you are in any doubt as to whether or not a fact may be material, you should disclose it to ensure that any cover is not prejudiced.

Non-disclosure/misstatement

If you fail to comply with your duty of disclosure, QBE may be entitled to void the contract altogether, and therefore decline to pay any claim.

Jurisdiction

Except where the parties agree otherwise, the laws of New Zealand apply to this form and any dealings between the parties arising from this form. The New Zealand courts have exclusive jurisdiction in relation to any disputes that arise.



CONNECT
REALTY

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