

Property Owners' Guide

Introducing our fresh approach to property management

Comprendé

We understand property



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Hello

Welcome to Comprendé! We're thrilled to have you here and we hope you find this guide to be an invaluable resource.

Whether you're considering renting out your home, taking your first steps as an investor, building a property portfolio, or simply doing some research on the property market, we're here to assist you every step of the way.

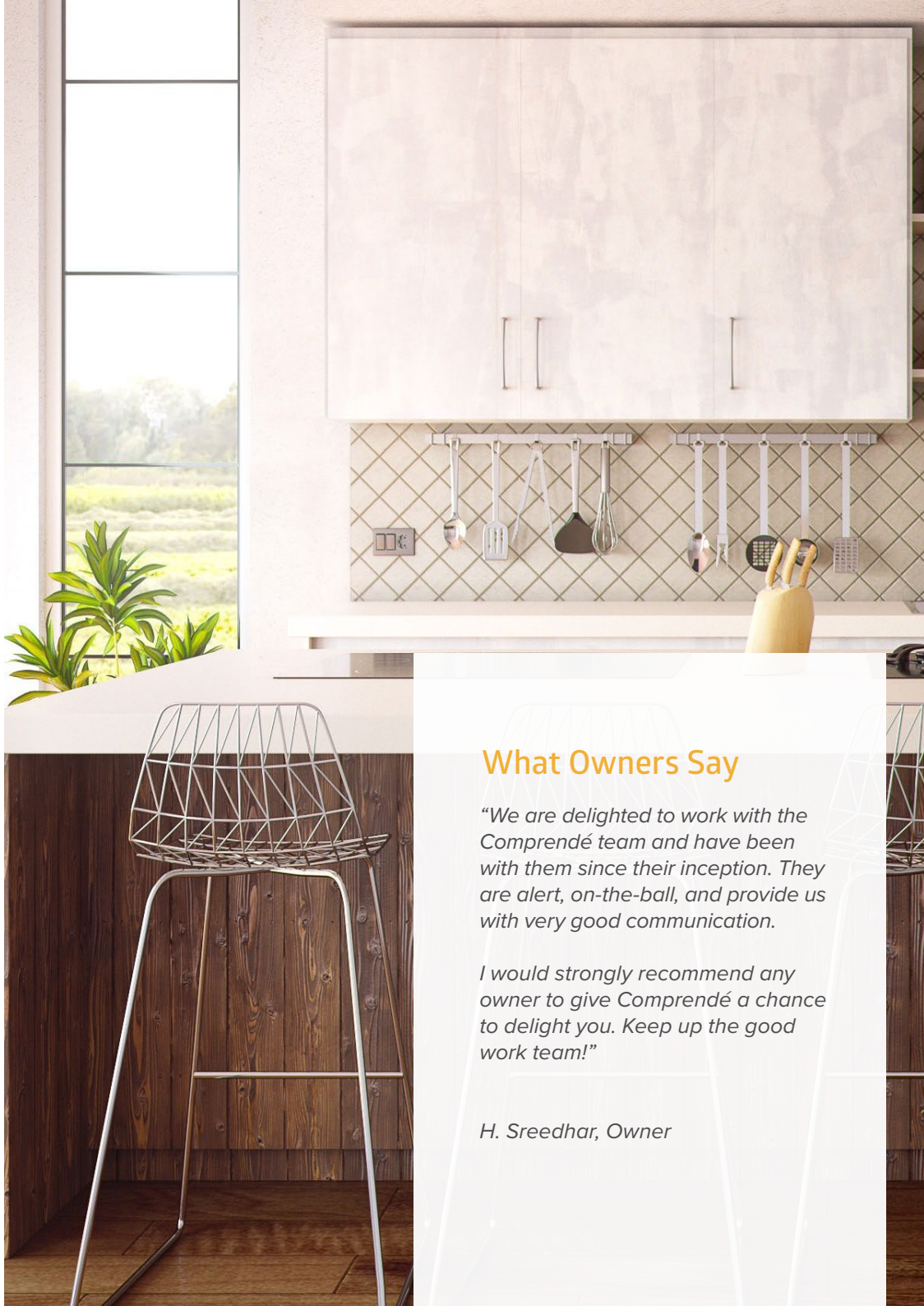
The Comprendé team has put together this guide to give you an overview of the rental sector in Wellington and to showcase the services we provide. It's a summary of the most frequently asked questions we receive from other property owners and investors, just like you.

At Comprendé, we place a strong emphasis on building and nurturing relationships. I am incredibly proud to lead and support our team.

We've noticed that more and more owners, like yourself, are choosing to appoint a Property Manager, and we would be honoured if you choose Comprendé as your partner and advisor in this journey.



Grant Foggo
Founder & CEO



What Owners Say

"We are delighted to work with the Comprendé team and have been with them since their inception. They are alert, on-the-ball, and provide us with very good communication.

I would strongly recommend any owner to give Comprendé a chance to delight you. Keep up the good work team!"

H. Sreedhar, Owner

Why Comprendé?

Service

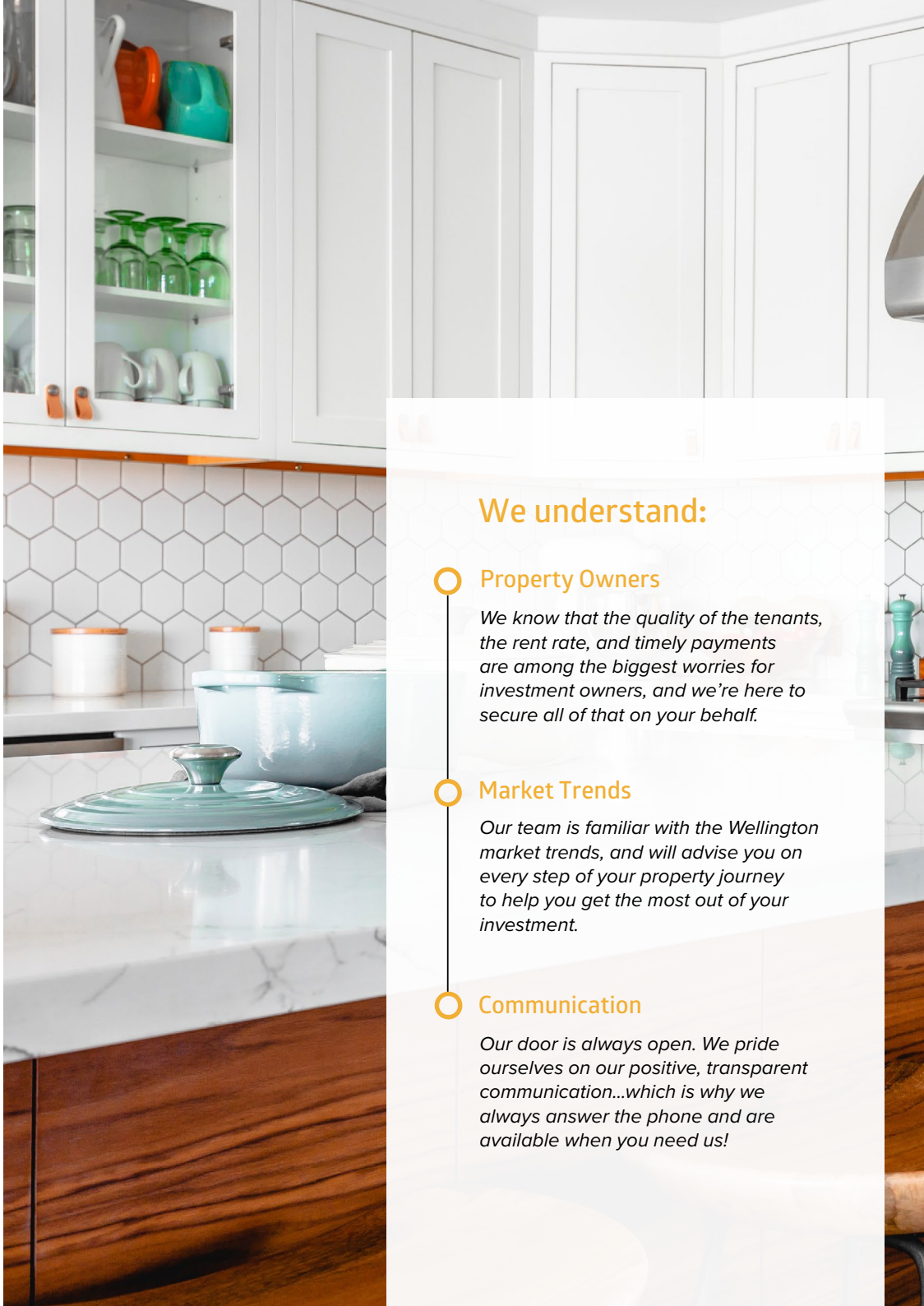
We understand that relationships are the cornerstone of our business. Our founding belief is that people in property deserve more, ensuring peace of mind for our clients and tenants alike. Our clients choose us because we deliver on our promises, provide expert advice on market trends, rental prices, and reliable property maintenance. Our tenants stay with us due to our ability to form positive and respectful relationships.

Culture

People are our business. Comprendé has a deeply held belief in doing the right thing by our employees, tenants and clients equally. We know it takes someone special to navigate with grace and ease the complexities of today's property management environment. Our people are not here by mistake – they are the special few that we fully back, giving them support they need to provide you with the best service possible.

Understanding

Our valuable experience, expertise in property maintenance and knowledge of current laws and regulations serves as a strong foundation for understanding the importance of securing reliable tenants and fostering strong relationships with owners and investors. We take pride in understanding the individual needs of each property we manage and offer a personalised approach to property management.



We understand:

Property Owners

We know that the quality of the tenants, the rent rate, and timely payments are among the biggest worries for investment owners, and we're here to secure all of that on your behalf.

Market Trends

Our team is familiar with the Wellington market trends, and will advise you on every step of your property journey to help you get the most out of your investment.

Communication

Our door is always open. We pride ourselves on our positive, transparent communication...which is why we always answer the phone and are available when you need us!

We Keep It Simple

- Simple fee structure.
- We’re so confident in the quality of our service — we only require 7 days’ notice to take back your property.
- No ongoing maintenance charges.
- Specialised viewings & inspections team.
- Secure trust accounting, with owner funds paid out regularly.



Our Fresh Approach

At Comprendé, we provide a comprehensive management service. Our team takes care of every aspect of letting, managing, and maintaining your property. From 24-hour emergency cover and quarterly inspections to smoke alarm certification and RTA compliance, our fresh approach to property management ensures your complete peace of mind as a landlord.

Here are just some of the things we offer you and your property.



Reliable Relationships

You'll have your own dedicated property manager as your main point of contact, along with the additional support of our friendly office staff.

Rent Appraisal & Marketing

We provide an accurate and honest market rent appraisal for your property.

Viewings & Tenant Qualification

All viewings are accompanied by our specialised viewing team, and include evening and weekend options. We personally meet all prospective tenants and ensure they are thoroughly evaluated.

24/7 Maintenance Management

Our trusted team of tradespeople are available to respond to emergency call-outs and are familiar with the standard we expect on behalf of our owners.

Entry/Exit Inspections

Detailed chattels and condition inspections are completed and documented at the start and end of every tenancy.

Quarterly Inspections

Quarterly inspections are supported by photos so you can be certain that your property is being looked after over the course of each lease.

Rent Collection

All rental income is held safely in a trust account that is separate from our operational funds, keeping your income secure and all transactions are in the same place.

Owner Portal

All owners receive a personalised login for our online property portal, allowing you anytime access to monthly statements, rental transactions, inspection reports, and copies of maintenance invoices.

Smoke Alarm Certifications

Annual smoke alarm inspections and certifications are all organised by us so you can be compliant without worrying about the hassle.

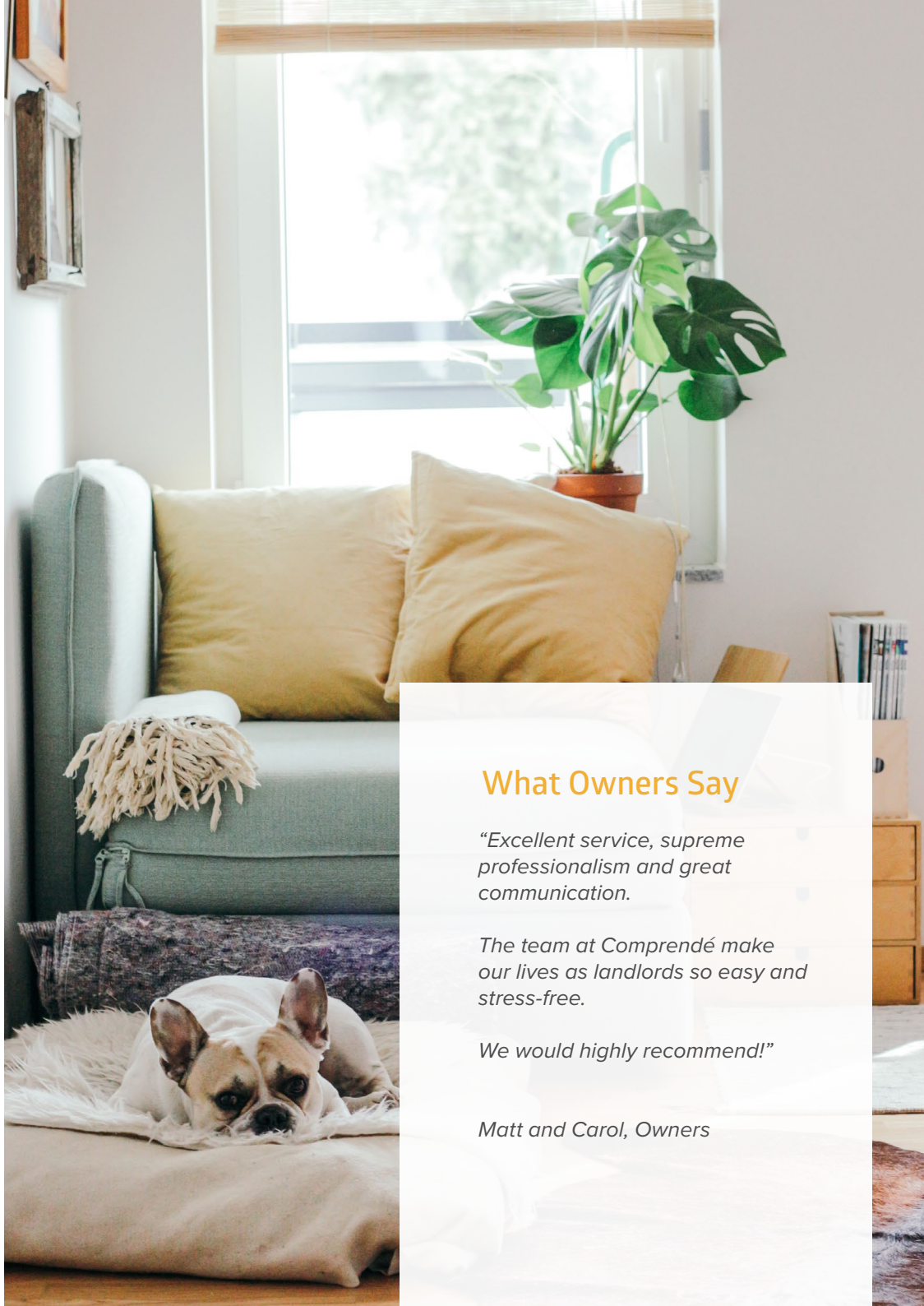
Costs

We aim to have a straightforward, low fee structure so you can easily measure the profit from your investment. Unlike other companies, we don't charge administration fees for maintenance coordination, as we believe this should be covered by the management fee.

Our fees are as follows, and exclude GST:

- Management fee: **8% of rent collected**
- Advertising: **$300**
- New tenancy fee: **$550**
- Inspections (quarterly): **$50**
- Smoke alarm certification (annually): **$86.91**

Please note that the new tenancy fee encompasses essential services such as conducting open homes for potential tenants, screening tenant applications and preparing tenancy agreements.



What Owners Say

"Excellent service, supreme professionalism and great communication.

The team at Comprendé make our lives as landlords so easy and stress-free.

We would highly recommend!"

Matt and Carol, Owners

Service Checklist

We work hard to make sure you get the most out of your property management. which is why our fees cover a substantial amount of services for the duration of each lease.

New Tenancies

- ☑ Rental Assessment
- ☑ Marketing Strategy
- ☑ Photographs
- ☑ Entry Inspection & Condition
- ☑ Accompanied Viewings
- ☑ Tenant Reference Assessment
- ☑ Tenancy Paperwork Preparation
- ☑ Bond Lodgement
- ☑ Key Handover
- ☑ Tenant Point of Contact
- ☑ Negotiations
- ☑ Quarterly Inspection Photos

Renewals

- ☑ Rent Assessment Review
- ☑ Discussions with All Parties
- ☑ Negotiations
- ☑ Renewal Agreement

Tenancy End

- ☑ Secure Key Storage
- ☑ Final Inspection
- ☑ Bond Refund
- ☑ Rent Assessment Review
- ☑ Tenant References
- ☑ Re-market & Re-tenant

Always

- ☑ Up-to-date Market Rental Assessment
- ☑ Rent Collection & Management
- ☑ Payment of Outgoings
- ☑ Annual Smoke Alarm Inspection
- ☑ 24-hour Emergency Cover
- ☑ Maintenance Coordination



What Owners Say

"Our tenants are much happier now and so are we, the landlords! We are with a friendly and helpful management company, communications are good and anything that needs to be seen to is dealt with promptly."

Sally Gray, Owner

Tenant Selection

The process of reviewing prospective tenants is a crucial step in ensuring that we have the best possible candidates to call your property home. Our well-established approach to tenant qualification has consistently shown its effectiveness in connecting the right people to the right properties. Our qualification process involves the following criteria:

Viewings

Our dedicated Viewings Agent puts time into meeting prospective tenants and providing feedback to the team. This also enables us to assist great applicants in finding a property that meets their needs. This process allows us to rent properties quickly and efficiently.

- ☑ Only those who have viewed the property are invited to apply.
- ☑ Viewings have limited attendance numbers, allowing our Viewings Agent to engage with prospective tenants.
- ☑ Our Viewings Agent also provides a level of security for existing tenants.

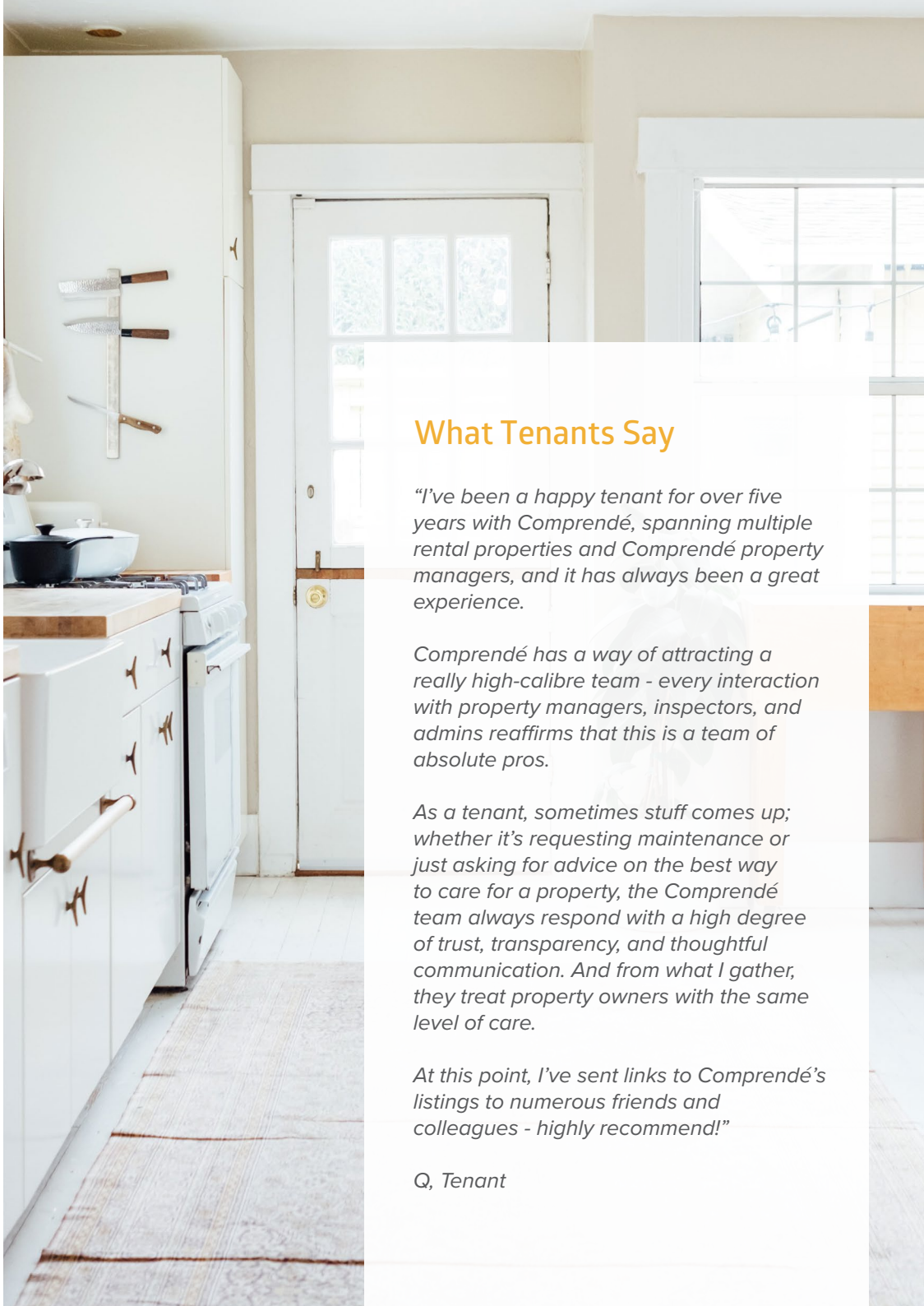
Background Checks

We use this information to determine the most reliable applicants for your property. These checks include:

- ☑ Thorough employment & landlord referencing
- ☑ All major credit checks
- ☑ Court and Tenancy Tribunal history

Discussion

We know this is the most important step for any property owner and we want to allow you as much choice as possible. Whilst we do encourage a quick turnover so we don't lose great applicants to another property, we know this is an important decision and value your feedback. All suitable applicants are discussed with you directly before a decision is made.



What Tenants Say

"I've been a happy tenant for over five years with Comprendé, spanning multiple rental properties and Comprendé property managers, and it has always been a great experience.

Comprendé has a way of attracting a really high-calibre team - every interaction with property managers, inspectors, and admins reaffirms that this is a team of absolute pros.

As a tenant, sometimes stuff comes up; whether it's requesting maintenance or just asking for advice on the best way to care for a property, the Comprendé team always respond with a high degree of trust, transparency, and thoughtful communication. And from what I gather, they treat property owners with the same level of care.

At this point, I've sent links to Comprendé's listings to numerous friends and colleagues - highly recommend!"

Q, Tenant

Tradespeople & Maintenance

At Comprendé, we take property maintenance seriously. We ensure that your property is always well-maintained, giving you peace of mind. Our commitment to excellence is reflected in our dedication to providing fast and reliable service. To ensure that emergencies are handled promptly, we have established a dedicated 24/7 maintenance phone line. This means that no matter the time or day, we're always available to address urgent issues and provide immediate assistance to our tenants.

When it comes to maintenance work, we leave no room for compromise. We carefully select contractors who meet our strict quality control criteria, ensuring that your property receives the best care and attention it deserves. We take pride in our extensive network of contractors who specialise in various areas. This allows us to have a solution for every situation that may arise. Rest assured, we only work with qualified individuals who have proven their expertise and reliability. We have developed great relationships with these contractors ensuring that we can trust that they will go out of their way to handle maintenance jobs quickly and to a high standard.

Unlike most companies that typically follow a monthly payment schedule, we have implemented a payment structure that enables us to pay our contractors on a weekly basis. This approach ensures that work orders are prioritised and handled promptly, meaning you can trust that your maintenance requests will be taken care of without delay. We also negotiate on your behalf to secure rates that are lower than what is typically available to the general public. Our goal is to save you money while maintaining the highest standards of service.



What the Trades Say

"I wanted to take a moment to highlight the outstanding work the team does. As a plumber, I have been impressed by Comprendé's organisation, efficiency, and dedication. The attention to detail and proactive approach to plumbing issues make such a positive impact on the properties they manage. I'd also like to commend everyones responsiveness and clear communication which make our job a breeze. The professionalism and friendliness create a positive working environment and I have a high level of trust in their team. I recommend Comprendé's services to any property owner in need of reliable and proactive solutions."

Kieran Garcia,
Garcia Plumbing & Gas

Frequently Asked Questions

What are my communication options?

We take pride in being available whenever you need to reach us. You can contact your property manager via email. their mobile number, their direct dial in the office, or by calling reception on 04 384 2141 and speaking with our friendly office staff. There is also an emergency contact line for urgent after-hours issues.

In addition to general correspondence with your property manager, you will also receive monthly statements and quarterly inspection reports via email. You will also have 24/7 access to your personal account with all of your details via our online owner portal.

How long will it take to let my property?

The Wellington property market has its own unique market conditions and cycles. We're familiar with these cycles and can plan to advertise your property at peak times where it will rent swiftly and at the best price. We also have relationships with embassies and large employers who we can market your property to, as they often have ideal tenants looking for the perfect home as they relocate to Wellington for work. We are always available to discuss a marketing strategy with you, and aim to provide the best exposure possible so we can rent your property to the best tenants in the quickest possible time.

Can I use my own tradespeople?

We have a wide range of tradespeople capable of addressing any issue that may arise. However, if you have a preexisting relationship with a company, such as a friend or family member with the required skills, simply let us know. We will take note of your preference and ensure that you have the option to go with them if we ever require their services.

Do you provide quotes for maintenance work?

While we are able to provide quotes, we do face challenges when it comes to smaller maintenance tasks. These might involve tasks like changing lightbulbs that are not easily accessible to tenants or minor repairs. Often, tradespeople are hesitant to offer quotes for such jobs, and in cases where they do, they could charge a call-out fee for their time. Unfortunately, this fee can sometimes surpass the cost of the actual job itself. As a general guideline, we typically request quotes for tasks that exceed $500 in value. However, it's important to note that each maintenance job is unique, much like your property. Therefore, we assess these situations individually, taking into account your specific needs and preferences. Rest assured, our approach is tailored to ensure that we make the most suitable decisions for you.

How can I be sure my property will be looked after?

As always, there is a certain level of trust involved in renting your property. However, at Comprendé we take several measures to ensure that your property is looked after by the tenant and that any damage that does occur is compensated.

We start with our robust qualifying process to secure you the most respectful and responsible tenants possible, and then we ask for a bond of 4 weeks' rent, which is lodged with Tenancy Services as per legal obligations. We carry out initial, quarterly, and final inspections over the course of the tenancy in which any changes in condition are thoroughly documented and which act as evidence and support for any deductions to the bond at the end. We know tenancy regulations like the back of our hand, and will ensure that the proper and legal deductions are made where necessary.

When will I receive my rent?

Rent is paid to owners on a weekly basis. If the payment day falls on a public holiday, rent will be paid out the following working day.

Switch to Comprendé — It’s Easy!

At Comprendé, we ensure that the process of switching to us from another property management company is seamless.

To start this process, it is important to firstly review your current management contract to understand how much notice is required to terminate the agreement. Terms and Conditions vary between companies with some contracts aligning with your tenancy term. We will be happy to review your existing documentation if you need assistance.

The next step is to fill out our short authority form online and appoint Comprendé as your Property Manager, and we’ll take care of the rest.

If you would like to discuss your individual needs to determine if Comprendé is the right company for you, get in touch — the coffee is on us.





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