



Your Journey with Oxygen

A Guide to Managing Your
Property the Oxygen Way

OXYGEN



This booklet explains
each step of the property
management service that
Oxygen provides.

OXYGEN
Life just got better.

OXYGEN
NESPAC



Your Journey with Oxygen

This booklet explains in detail each step of the property management process you will experience with Oxygen, from signing the property management authority to property inspections and more.

Our job is to make the property management process clear, simple and enjoyable for you.

We want you to feel confident that we will achieve the best possible rent return for your property and secure the highest calibre of tenants.

We are committed to taking care of your rental property and providing you with a quality letting and property management service to keep your investment profitable and hassle free so that you can get on with enjoying life.

We are on this journey together.

Steps

1. Rental Assessment
2. Signing the Property Management Authority
3. Advertisement Created
4. Online Advertising
5. Tenant Viewings
6. Online Enquiry and Applications
7. Tenant Screening
8. Tenant Background and Credit Checking
9. Tenant Selection
10. Collecting Bond
11. Property Manager Assigned
12. Initial Inspection
13. Maintenance and Repairs
14. Routine Inspections
15. Outgoing Inspection
16. Vacancy and Tenancy Renewals, and Rent Reviews
17. Rent Collection
18. Email Updates
19. Customer Service Feedback Survey

1. Rental Assessment

A Business Development Manager (BDM) will visit your property and conduct a rental assessment. They will note down all of the property's standard chattels, details and features. As part of the assessment, they will also let you know:

- If the property is compliant with the Residential Tenancies Act (RTA) and advise you of your rights and obligations under the Act.
- If any maintenance work is required to get the property ready for letting, such as a professional clean, gardening and more.

Your BDM will not only tell you what your property could rent for, but also provide you with helpful tips for quick and easy improvements to increase tenant appeal, which in turn means increased weekly rent.

If any maintenance needs to be done on the property, your BDM can arrange for the work to be done or you can do it yourself. Following the assessment, your BDM will provide you with a detailed report stating the earning potential of your investment property utilising current market trends, researching rental prices for similar properties nearby and their own industry knowledge. They will also offer to coordinate meth testing to be done prior to the tenant moving in.



2. Signing the Property Management Authority

If you are happy with the rental assessment and appraisal price set by your Business Development Manager and decide that

you want to work with Oxygen, the first step of your journey is signing the Property Management Authority.

This gives our team the authority to act on your behalf as if they are the landlord of your property.



3. Advertisement

Our team will write an advertisement targeted towards the tenant best suited to your property, whether it is a single person, working professional, a student or a family.

The aim of the advertisement is to attract and entice the prospective tenant to view your property. The advertisement will state the property features included, for example, the number of bedrooms, whether you allow pets, and more.

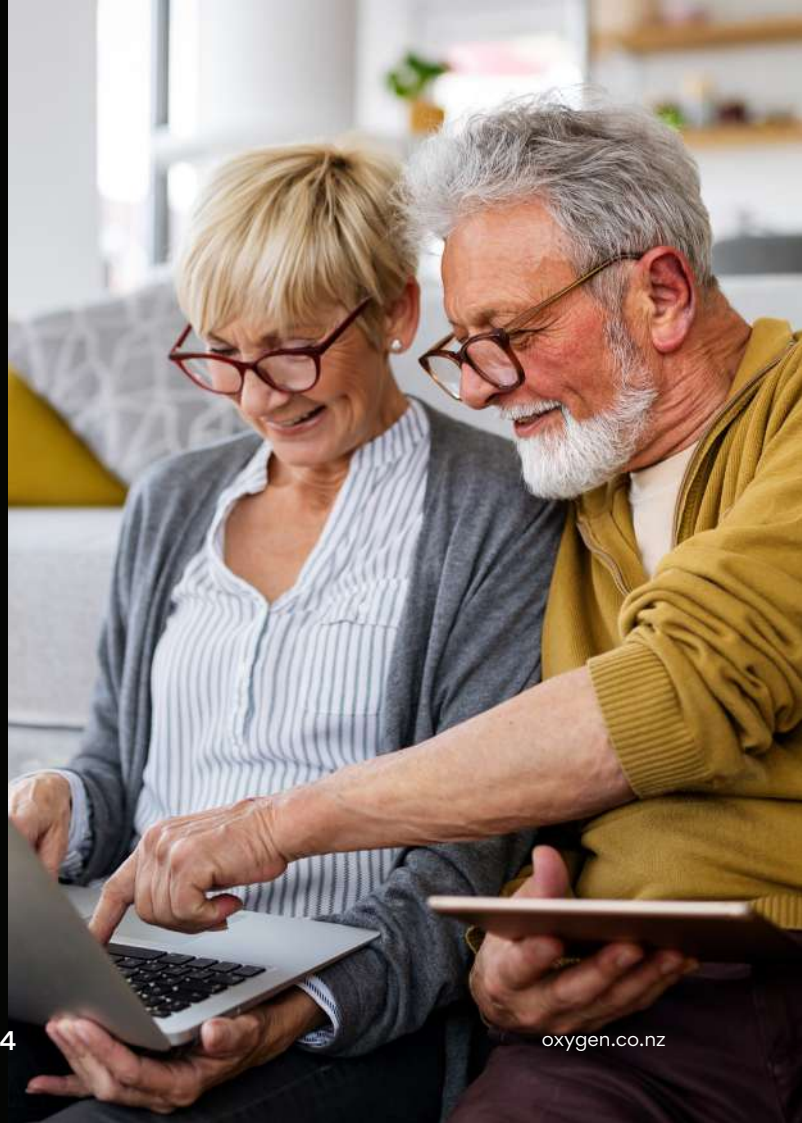
Bright, clean and cared for properties typically attract the right type of tenants. Dark dingy photos may have the reverse effect. Unless the property is vacant, your manager will usually wait until the current tenants have moved out so they can arrange a clean-up and repair any damage in order to get great photos without all of the tenant's possessions.



4. Online Advertising

The online advertising campaign will be launched to the public and your property will be advertised on:

- oxygen.co.nz
- trademe.co.nz
- facebook.com



5. Tenant Viewings

Our team arrange property viewing times and book viewings using Viewing Tracker software.

We will meet the prospective tenants at the property, show them around and then upload any feedback to Viewing Tracker.

You will be sent an activity and feedback report every Monday morning on the property or properties you currently have advertised from your BDM or Property Manager.



6. Online Enquiry and Applications

Our team use Renti which is a tenant application system that enables tenants to apply for rental properties with ease.

This software allows our team to manage all online enquiry and applications received. It enables them to carry out the required checks on tenants they would like to work with.



7. Tenant Screening

Our team have been in the business for a long time. They know how to identify a good tenant for the properties they manage and have the tenant selection process down to a tee. We cover every base when finding the perfect tenant for your property, as we know a good tenant can make property ownership a positive, stress-free experience.

We have a record of previous tenants' rental history, and have the tools and industry knowledge to decipher the difference between good and bad tenants. We are also more than happy to accommodate any instructions you may have during tenant selection, in accordance with appropriate tenancy regulations.



8. Tenant Background and Credit Checking

We carefully screen tenant applications with comprehensive tenant background and credit checking procedures using Renti.

This includes Tenancy Tribunal results, news results, director and shareholder affiliations, outstanding arrest warrants, social media results, court judgements, previous credit enquiries, and ministry of justice fines.

If the tenant has a good credit rating, no criminal record and a glowing reference check, our team will contact you about the successful tenant.



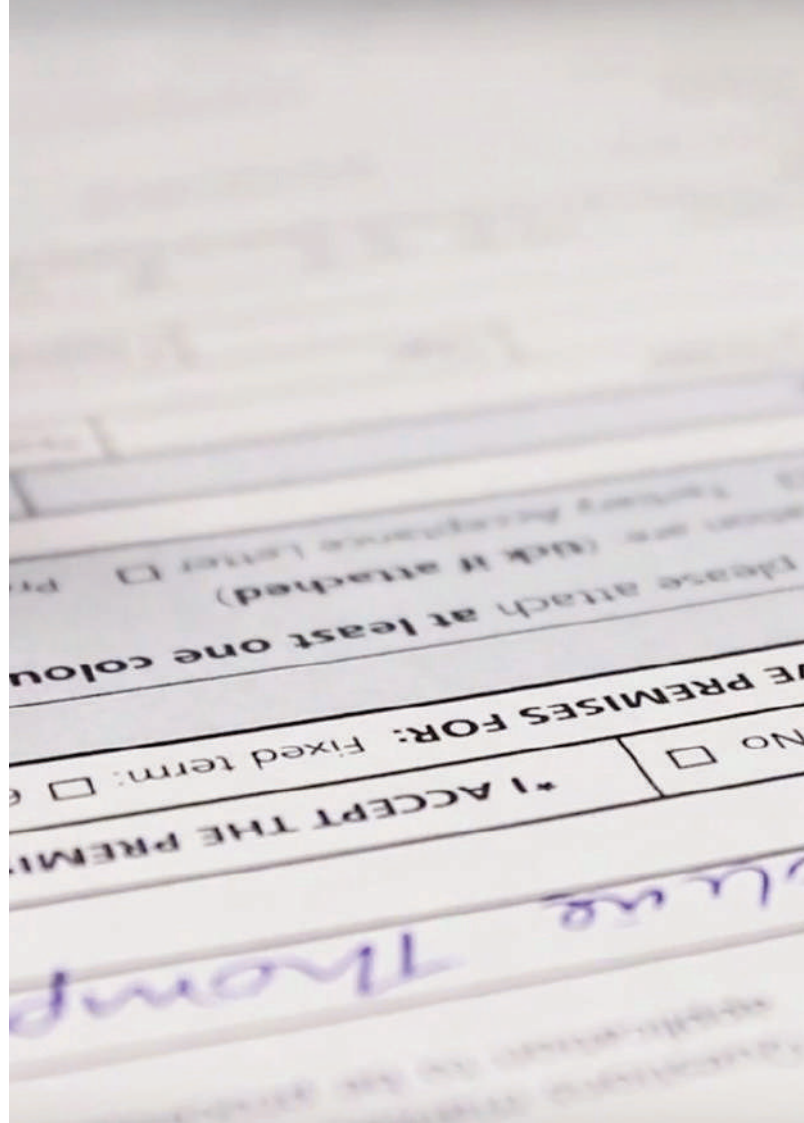
9. Tenant Selection

Our team will prepare the tenancy agreement noting down any special clauses and conditions, and arrange payment of the bond to Tenancy Services in compliance with the Residential Tenancies Act (RTA).

Every new tenant is provided with a welcome pack, a welcome letter, an outline of tenancy obligations, and a condition report to complete.

A deposit of at least one week's rent will be required to be paid into an internally audited bank account within 24 hours of accepting the property.

Each tenant will meet their Property Manager when collecting the keys.



10. Collecting Bond

A bond of four weeks' rent is collected from the tenant before the move in date and held against any damage that may occur in the normal course of the tenancy.

A bond can only be released by mutual agreement between the tenant and Property Manager (on behalf of the owner) once all obligations have been fulfilled at the end of the tenancy.

All bonds are lodged with Tenancy Services.



11. Property Manager Assigned

You will be assigned to a property manager dedicated to your interests who is well trained and experienced.

All of our property managers are local which means that they can quickly drive to your property and inspect any issues that arise.

Your property manager will contact you and introduce themselves either over the phone, or in person over coffee, and answer any questions you may have.

We want you to feel completely comfortable with the property manager that you are dealing with.



12. Initial Inspection

Before the tenant moves in, an initial inspection will be conducted by your property manager well in advance of the move in date to allow enough time to address any issues and repair work.

Under the Residential Tenancies Act it is your responsibility to maintain the rental property in a reasonable state of repair. Landlords also need to comply with various legal obligations.

The property manager will check the original chattels list, note down the current condition of the property and any damage, describe the fittings and take plenty of photos. This inspection is conducted using specialised property management software.



13. Maintenance and Repairs

You can elect your property manager to initiate repairs and maintenance to an amount agreed to by you.

More expensive repairs will always be referred to you for your consideration (your property manager will source and send through quotes to you for approval).

We use a software programme called Tapi which contains a database of local, accredited contractors that we use.

Tenants can report and navigate any maintenance using our 24/7 Concierge Service via the 'Log a Maintenance Request' button on our website homepage.

It will ask the tenant questions and based on their response can make suggestions on what to do next or will book a maintenance



14. Routine Inspections

One of the conditions of the tenancy agreement is conducting periodic inspections to ensure the property is being maintained to a satisfactory standard.

A routine inspection is conducted approximately every four months. Inspections help to ensure that everything is working well, that there is no damage and the tenants are keeping things clean and tidy.

Tenants are given 48 hours' notice prior to each inspection. Owners should check with their insurance provider how many regular inspections are required to comply with the conditions of their insurance policy and advise us accordingly.



Routine Inspections (Continued)

Our team use integrated software systems for customer management, tenant services and maintenance. The software provides quick access to the initial property inspection report completed at the start of the tenancy which they can refer to when asking the tenant about a repair or maintenance issue.

Your property manager will conduct a room-by-room inspection of the property noting conditions, repairs and concerns, and will provide recommendations for improvements to the condition of the premises. They will also follow up with the tenant and note down any unsatisfactory items identified. A full report will be sent to you.



15. Outgoing Inspection

At the end of the tenancy and prior to the bond being released, a final inspection of the property will be carried out using the original report as a comparison.

The inspection will determine any damage, repairs or maintenance required due to tenant negligence. Payment for any repairs will be claimed from the tenant's bond wherever possible.

At this point your property manager will ensure that rent is paid right up to the vacate date, and calculate any bond refund due to the tenant.



16. Vacancy and Tenancy Renewals, and Rent Reviews

If a tenant vacates the property or terminates their tenancy we will discuss with you a potential rent increase and revisit the following factors; the demand for your property, state of the market, statistics and comparative property prices.

We believe it is important to review your rental regularly in order to achieve the highest possible return on your investment.



17. Initial Inspection

Our team will receive and receipt your rent into an internally audited bank account with controls and checks.

We conduct daily monitoring of rents and immediately follow up (we have zero tolerance for rent arrears). Net proceeds will be forwarded to you through internet banking on a monthly basis.

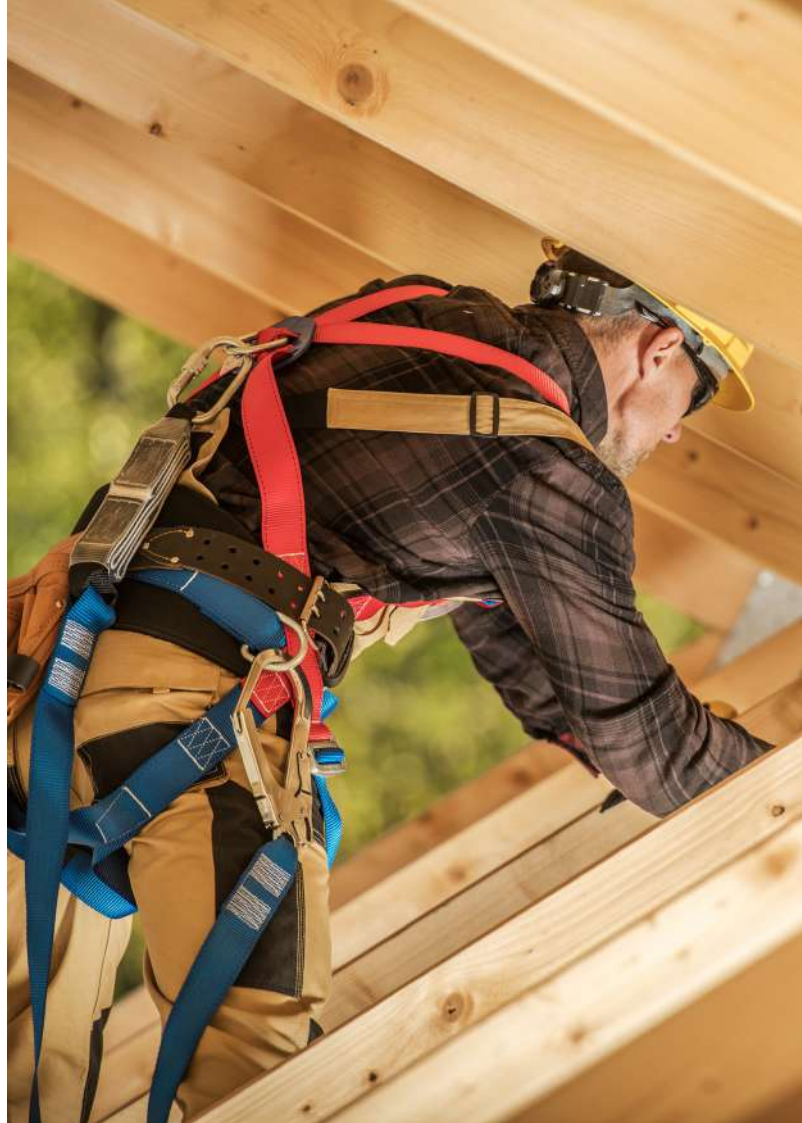
You will be issued a monthly report electronically detailing income and expenditure.



18. Email Updates

Our team maintain comprehensive knowledge of relevant legislation that may affect property investors including amendments to the Residential Tenancies Act 1986 (RTA) and other relevant legislation.

We email our owners any information in regard to legislative changes that could have an impact on their property.



19. Customer Service Feedback survey

We have commissioned an independent research company to conduct regular short online surveys on our behalf.

You will receive an invitation to take part in this brief survey. The survey is also sent to tenants. The surveys help us to gain customer insight and continue to improve the service that we provide to our clients.





We are on this journey **together.**

OXYGEN

Life just got better.

oxygen.co.nz