



### RE/MAX NZ Property Management Award

At the recent RE/MAX New Zealand annual awards ceremony our office, RE/MAX Property Management took first place in the NZ Property Management Award for 2010.

We would like to take this opportunity to give a big **THANK YOU** to all our clients! It is through you that we were able to achieve this award and we appreciate your support!



### Christchurch Earthquake

#### WANT TO DONATE?

- [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)
- [www.redcross.org.nz/donate](http://www.redcross.org.nz/donate)

We would also like to encourage donations to the Christchurch Earthquake Appeal.

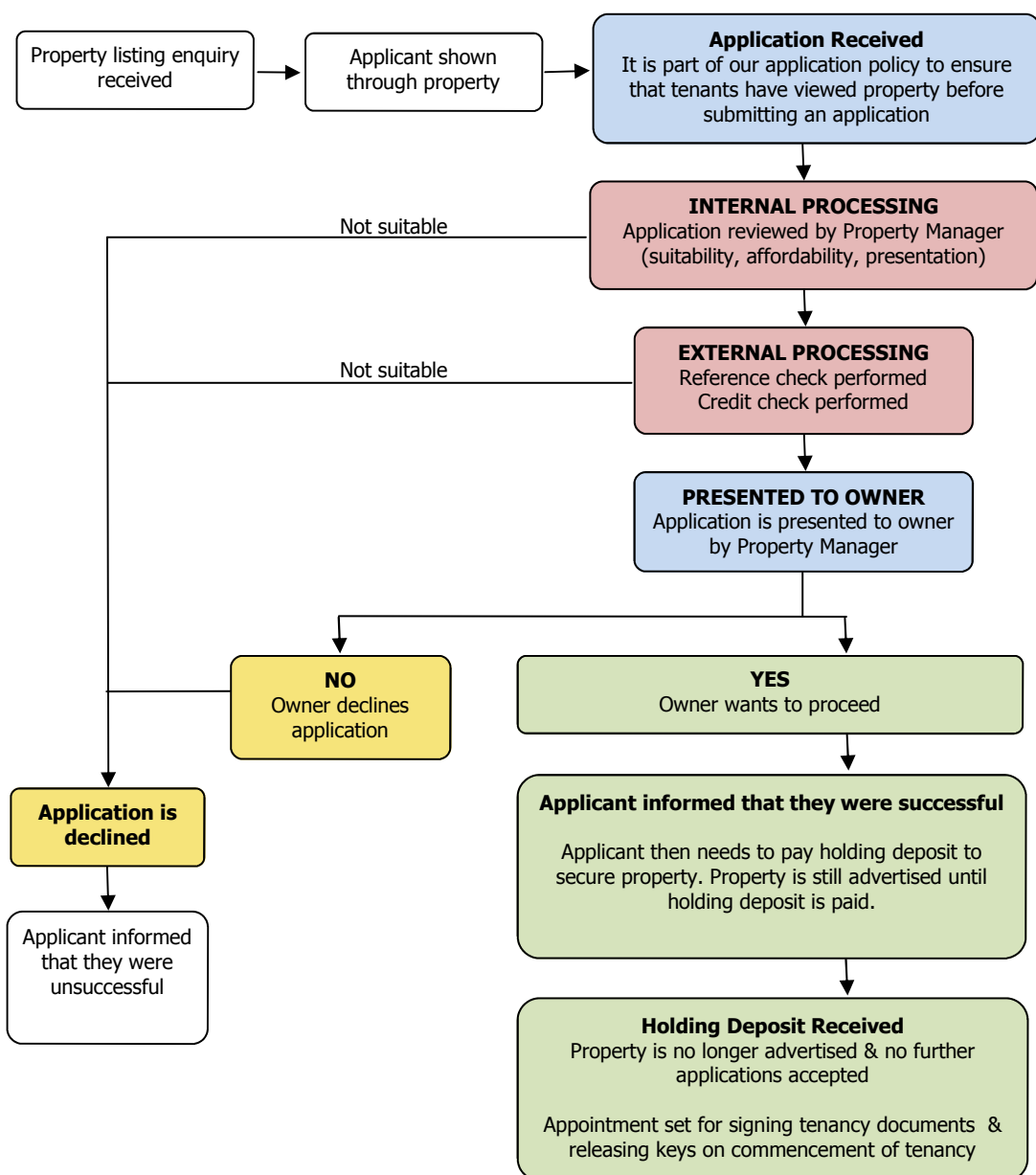
Our thoughts and sympathies are with those affected by this terrible tragedy.



### THIS NEWSLETTER EDITION Review of the Application Process

The application process is one of the most important aspects of the service we provide you. It is one of the measures we use to ensure that the best tenant is selected for your property.

Below is a flow chart of our application process:



This system has been designed to minimize the time required from you in approving applications, to ensure that applications are made by tenants that will be committed to the property, and once made to ensure that accepted applications proceed without issue.

#### TIME SAVING

By requiring that the tenant view the premises (or have someone they know view) before submitting an application, we filter out applications which may not proceed due to tenant changing their mind if the property was not as expected.

Each application is reviewed by the Property Manager, and then by external sources (reference check, credit check) to ensure that it is suitable. This way, applications have been filtered before they are presented to you meaning you will not be wasting time reviewing an application that is likely to be declined.

#### YOU HAVE FINAL SAY

When processing applications, we can use our experience and judgment to select out applications we believe would be suitable for your property – however, it is our company policy to not proceed with an application without the owner’s consent. We will make recommendations on each application, but the final decision will always be yours to make.

#### ENSURES TENANTS DON’T PULL OUT

When you accept an application, the tenant is informed and they are required to pay a holding deposit (which contains first weeks rent). This is a non-refundable deposit which ‘secures’ the property for the tenant (as once this is paid the property is no longer advertised, and no further applications are accepted).

This way, once an application has been approved and the holding deposit paid you can rest assured that at this point it is very unlikely that that tenancy will not proceed. However, if something does happen you will still receive the first weeks rent.

If you are interested in the information collected on the tenancy application forms, or other forms used during a tenancy - these can be accessed here:

[www.rented.org.nz/downloads](http://www.rented.org.nz/downloads)

To remove your name from our mailing list, please [click here](#).

#### The RE/MAX Property Management Team



Hamish Turner, Rachel Fabish and Rebecca Wilson

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